

MISSOURI

# HEALTH INSURANCE MARKET REPORT

MISSOURI DEPARTMENT OF COMMERCE & INSURANCE



**DCI**

Missouri Department of Commerce & Insurance

<b>Table of Contents</b>	
<a href="#">Introduction</a>	1
<a href="#">I: Source of Coverage</a>	3
<a href="#">II: Health Care Spending and Costs of Coverage</a>	10
<a href="#">III: Commercial Insurance Market &amp; the Federal Insurance Exchange</a>	17
<a href="#">IV: Managed Care Networks</a>	22
<a href="#">V: Market Structure and Competativeness</a>	25
<a href="#">VI: Rebates and Profitability</a>	33
<a href="#">VII: Consumer Complaints</a>	39
<a href="#">VIII: Company Profiles</a>	42

## Introduction

This report makes use of diverse data sources to provide an overview of Missouri's health insurance market. In addition to data possessed by the Department of Commerce and Insurance (DCI), additional sources include the Current Population Survey (CPS), the American Community Survey (ACS), National Health Expenditure Data from the Bureau of the Census, and other key indicators available from the US government.

The focus of this report is on *major medical coverage* – a term traditionally used for comprehensive or broad-based coverage for most necessary care. Many other types of coverage exist in the market, including many policies that offer limited benefits for specified conditions or injuries, including dental and vision, specified disease, hospital indemnity, long-term care and Medicare supplement policies. In addition, other types of insurance, such as automobile insurance and workers compensation, can also cover medical expenses. Unless otherwise indicated, the term *health insurance* refers to *major medical coverage* throughout this report.

Among the highlights:

In 2016, the percent of Missourians lacking health insurance reached record lows. The uninsured rate declined from a high of 15.3 percent in 2009 to 8.3 percent in 2016. The rate increased slightly in 2017 to 8.4 percent, though the year-to-year change of one-tenth of one percentage point is within the survey's margin of error so that the difference isn't "statistically significant."<sup>1</sup> However, in 2018, the most chronically uninsured individuals – those who lacked insurance for an entire year – declined to 6 percent, representing the lowest point on record. However, the percent of those who lacked coverage for part of the year *increased* over the same time period, rising from 9.1 to 9.4 percent.

The majority of Missourians, 63.7 percent, obtained coverage in the private market at some point during 2018, while about one-third (34.6 percent) were covered by either Medicare or Medicaid or both.<sup>2</sup> Of those with private coverage, over half obtained coverage by an employer's self-insured plans, which are regulated by the federal government. Forty-six percent of private coverage was provided by third-party insurers regulated by the Department of Commerce and Insurance.

The percent of uninsureds varied significantly across Missouri. Typically, higher rates are observed in more rural and sparsely populated counties.

The cost of coverage has increased significantly since 2011, though rate filings indicate much more modest change for 2019 and 2020. Since 2011, the annual cost of coverage per individual has increased by an estimated 261 percent to \$7,582 per year in the individual market.<sup>3</sup> The cost of coverage in the large employer market (or employers with 50 or more employees) increased much less

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<sup>1</sup> That is, due to the survey design, such small changes cannot reliably be interpreted as an actual change in the population, as opposed to random statistical fluctuation due to "sampling error."

<sup>2</sup> Percentages can sum to more than 100 because individuals can have more than one form of coverage during the year.

<sup>3</sup> That is, the market wherein individuals purchase coverage directly from an insurer, as opposed to obtaining coverage via an employer.

rapidly, and even decreased during two of the last seven years. Between 2011 and 2018, cost per insured increased by a modest 10.4 percent. Data for this class of business is not available for 2019 and 2020 because rates for large employer coverage are not filed with the department, and data from insurers' financial statements are only available through 2018.

Missouri's health insurance market (for major medical policies) is significantly more concentrated than other insurance markets in the state. Across all three major medical markets – individual, small and large employer – the largest four insurers controlled over 92 percent of the state-wide market. Though data are generally lacking, markets are even more concentrated in some regions of the state since not all insurers operate in all areas of the state.

Between 2012 and 2019 Missouri citizens and businesses received \$240 million in rebates from health insurers that did not meet the minimum loss ratio (MLR) requirements of the federal ACA. The ACA requires insurers in the individual and small employer markets to spend a minimum of 80 percent of every premium dollar directly on health care or for improvements in quality of care. Insurers of large employers are required to spend 85 percent of premiums on these services. The 2018 rebate totaling \$53 million is the second highest on record for Missouri.

Insurers lost money in the individual market during five of the nine years from 2010 to 2018, though overall remained strongly profitable every year across all lines of coverage. In addition, the individual market returned a significant profit in both 2017 and 2018. Insurers earned additional revenue from such sources as investment gains as well as administering self-insured plans. In 2018, insurers with more than \$100,000 in major medical premium in Missouri earned a net gain on Missouri business of just under \$475 million.

## Section I: Source of Coverage

Nearly one-third of Missouri residents had coverage from at least one public program, while slightly over 70 percent was insured by private or commercial coverage at some point in 2018. Among those with private coverage, the large majority received coverage through an employer, and the majority of employers providing coverage were self-insured. Self-insured plans are regulated at the federal level under the Employee Retirement Income Security Act (ERISA), such that state insurance departments do not have jurisdiction over such plans. Slightly less than 30 percent of Missouri residents obtained coverage from third-party insurers regulated by the state insurance department.

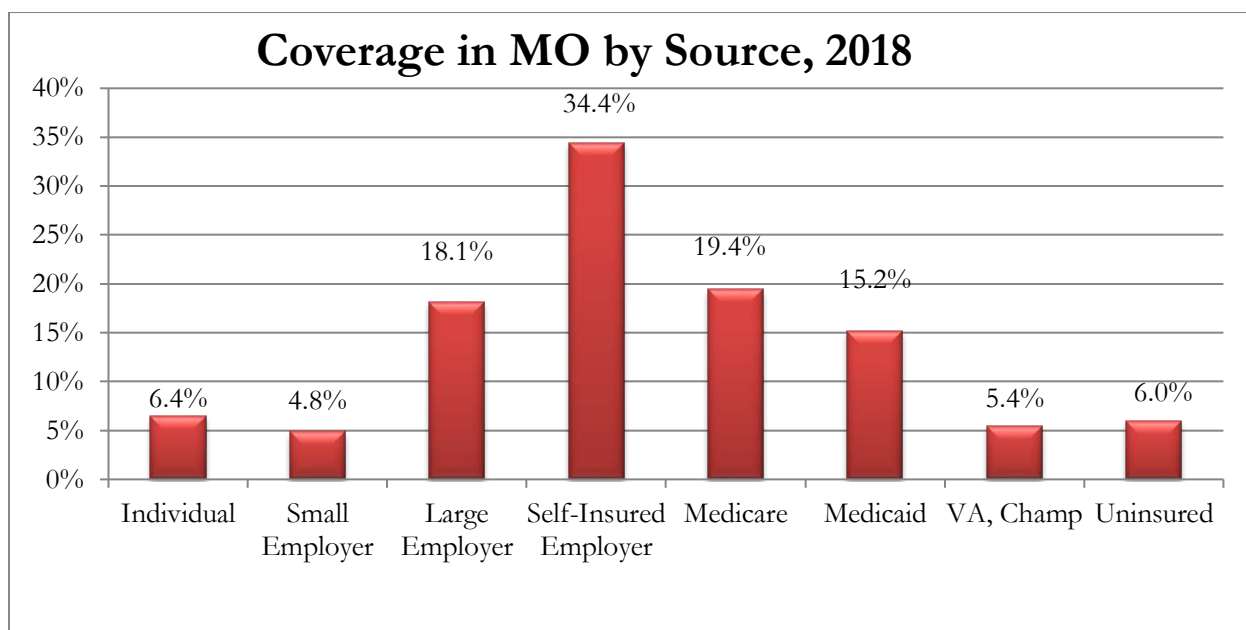
The percent of individuals in MO without insurance declined rapidly between 2013 and 2016, and substantially declined again in 2018. Individuals lacking coverage for the entirety of 2018 comprised 6 percent of residents, while 9.4 percent did not have insurance coverage on any given “average day” during the year.<sup>4</sup> For Missourians of working-age (aged 18-64), 9.1 percent lacked coverage for all of 2018. This compares with 11.7 percent nationally.

Nationally, Missouri had a lower percentage of uninsured residents than 31 other states. This ranking of 33 is somewhat of an improvement to the 2017 ranking of 28, and further improvement from a ranking of 22 in 2016.

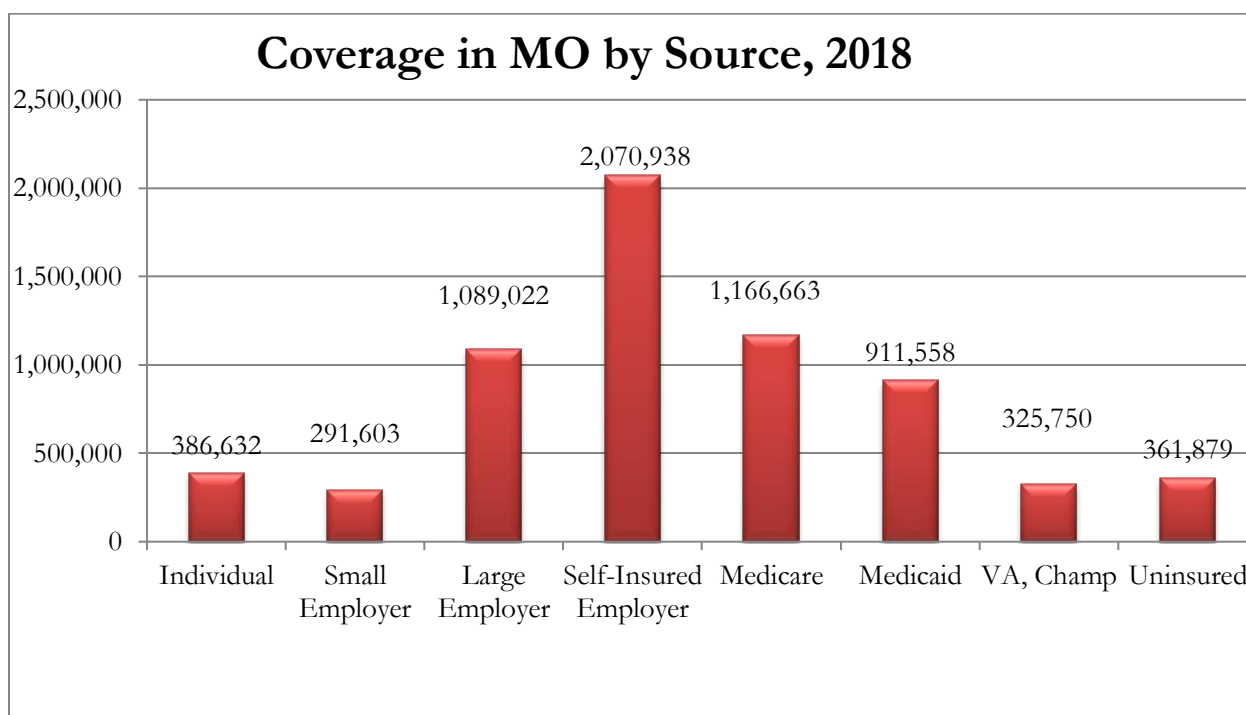
Rural counties tended to have higher uninsured rates than elsewhere in the state in 2017 (latest data available). Fifteen counties had uninsured rates exceeding 15 percent: Barry, Carter, Daviess, Dent, Douglas, Hickory, Knox, McDonald, Morgan, Ozark, St. Clair, Schulyer, Scotland, Taney, Wright.

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<sup>4</sup> The two figures are derived from the Current Population Survey (CPS) and the American Community Survey (ACS) respectively. The ACS is conducted continuously throughout the year, so that estimates may be interpreted as a kind of daily average.



*\*Numbers can exceed 100 percent because individuals can have more than one source of coverage.*



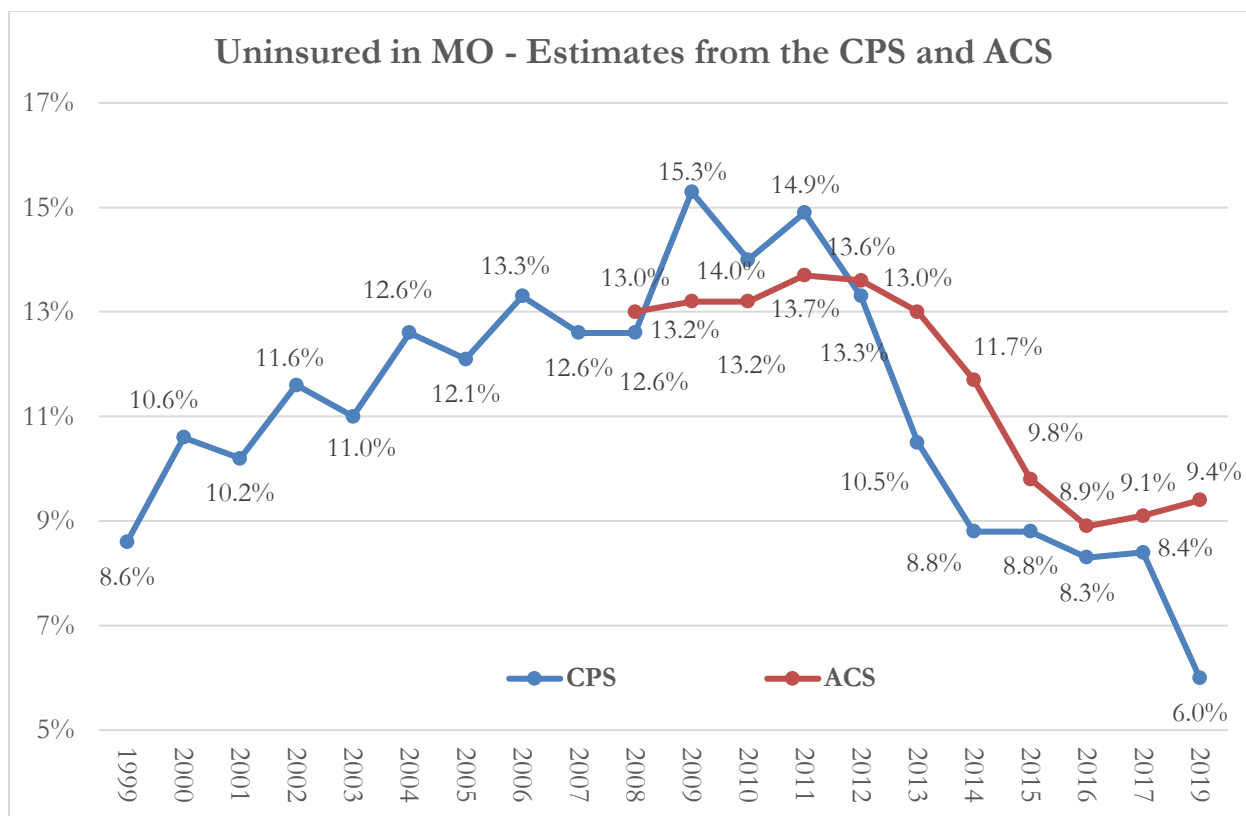
*\*Totals may exceed the Missouri population because individuals can have more than one source of coverage. These numbers will differ significantly from similar estimates made from insurers financial annual statements presented below (page 17). These graphs depict individuals who had coverage at any time during 2018, while the annual statements report the number insureds on 12/31. In addition, the numbers will differ somewhat from those taken directly from the CPS, as the CPS estimates are adjusted by the DCI to reflect additional data sources. The raw CPS estimates are also presented below.*

Source: Estimates produced by DCI, combining insurer financial annual statements, the Current Population Survey (CPS), and the American Community Survey (ACS).

<b>Coverage Trends</b>		
<b>% Missouri Uninsured</b>		
<b>Year</b>	<b>ACS</b>	<b>CPS</b>
2009	13.2%	15.3%
2010	13.2%	14.0%
2011	13.7%	14.9%
2012	13.6%	13.3%
2013*	13.0%	10.5%
2014	11.7%	8.8%
2015	9.8%	8.8%
2016	8.9%	8.3%
2017	9.1%	8.4%
2018	9.4%	6.0%

Sources: The American Community Survey (ACS) and the Current Population Survey (CPS). The ACS is a “point-in-time” measure of the uninsured, so that estimates reflect the percentage of uninsured on the day of the survey. The CPS attempts to measure uninsured as those who lacked insurance for the entire of the year.

\*The CPS introduced revised question wording in 2013 that had a significant impact on the estimates. Because of this, prior estimates are not directly comparable to the estimates for 2013 and later years.



Source: Current Population Survey

Source of Coverage, 2013-2018 From the Current Population Survey						
Year	Total Private	Employer-based Private	Medicare	Medicaid	Other Gov't (Veterans, etc.)	% Uninsured
<b>Missouri – Total Population</b>						
2013	68.8%	55.8%	19.9%	14.5%	4.4%	10.5%
2014	70.1%	57.0%	17.6%	14.7%	4.8%	8.8%
2015	72.4%	58.8%	16.7%	12.7%	4.0%	8.8%
2016	71.9%	54.3%	19.4%	14.8%	3.1%	8.3%
2017	71.6%	56.8%	18.8%	13.7%	4.9%	8.4%
2018	71.3%	58.4%	19.9%	13.9%	3.4%	6.0%
<b>US – Total Population</b>						
2013	64.2%	53.9%	15.6%	17.3%	4.5%	13.4%
2014	66.0%	53.4%	16.0%	19.5%	4.5%	10.4%
2015	67.2%	53.6%	16.3%	19.6%	4.7%	9.1%



Source of Coverage, 2013-2018 From the Current Population Survey						
Year	Total Private	Employer- based Private	Medicare	Medicaid	Other Gov't (Veterans, etc.)	% Uninsured
2016	67.5%	53.7%	16.7%	19.4%	4.6%	8.8%
2017	67.2%	54.1%	17.2%	19.3%	4.8%	8.8%
2018	67.3%	55.1%	17.8%	14.3%	4.0%	8.4%
Missouri – Population Aged 18 – 64						
2013	72.6%	62.9%	6.5%	9.8%	4.3%	14.8%
2014	75.2%	63.5%	4.2%	10.8%	4.3%	12.5%
2015	77.9%	65.2%	4.2%	8.2%	4.0%	12.5%
2016	77.1%	61.9%	4.4%	9.8%	2.8%	12.0%
2017	77.8%	64.5%	4.8%	10.7%	3.1%	10.5%
2018	78.1%	68.1%	5.6%	10.0%	2.2%	9.1%
US – Population Aged 18 – 64						
2013	68.1%	59.3%	3.7%	12.0%	4.0%	18.4%
2014	71.1%	59.3%	3.8%	14.8%	3.8%	14.2%
2015	72.7%	59.5%	3.6%	15.2%	4.1%	12.5%
2016	73.0%	59.9%	3.7%	15.4%	3.9%	11.9%
2017	72.8%	60.7%	3.9%	15.4%	4.1%	12.1%
2018	73.3%	63.2%	4.0%	14.3%	3.6%	11.7%

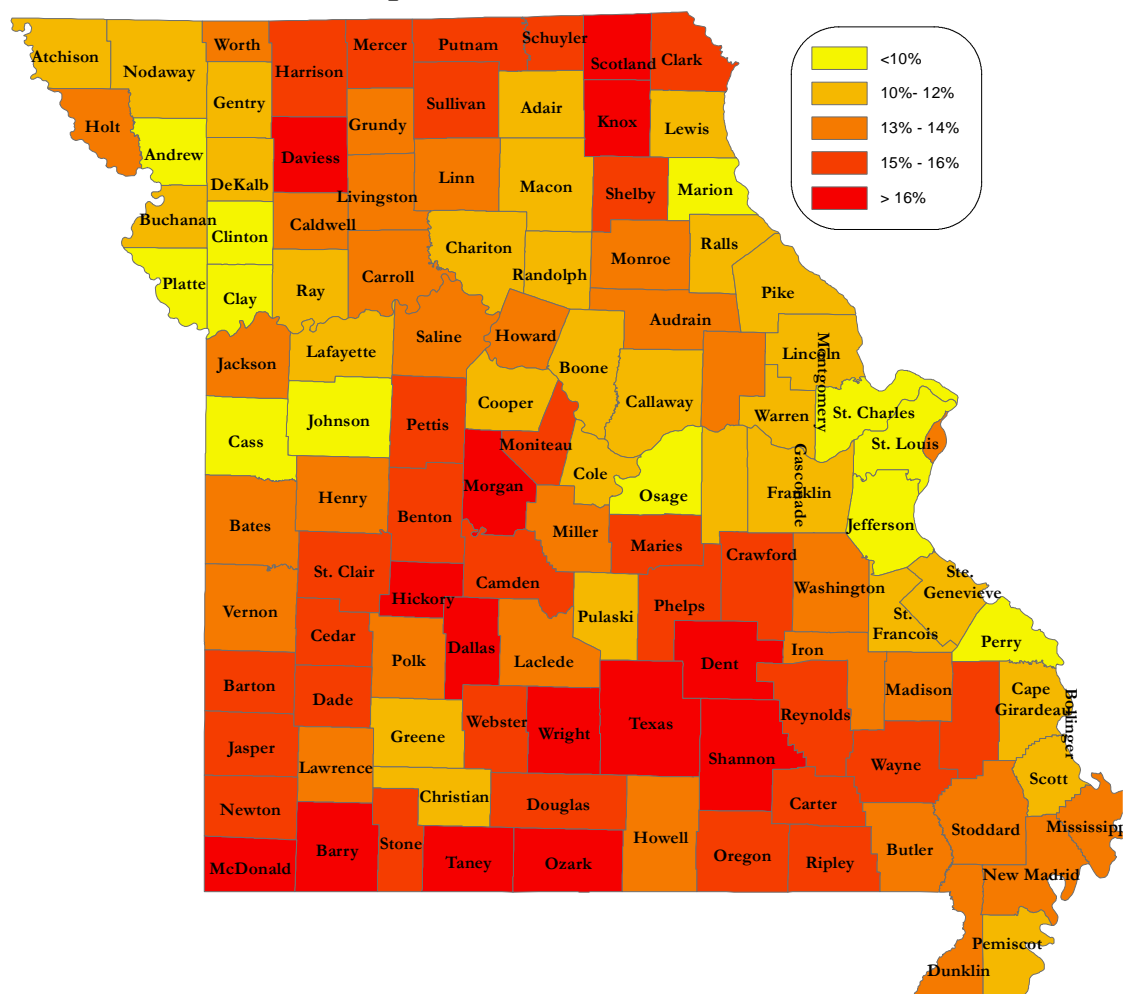
State Rankings – Total Population										
	2014		2015		2016		2017		2018	
State	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
Alabama	11.0%	16	10.7%	15	8.7%	19	11.0%	8	9.4%	12
Alaska	14.5%	5	12.8%	5	13.6%	2	12.6%	3	11.8%	6
Arizona	12.4%	10	12.5%	7	12.1%	5	9.5%	21	7.8%	20
Arkansas	9.9%	23	9.1%	23	7.7%	27	10.0%	15	8.2%	18
California	10.1%	22	7.6%	29	7.7%	25	8.0%	29	7.5%	23
Colorado	11.2%	15	8.8%	25	9.6%	15	8.9%	24	8.7%	14
Connecticut	7.0%	40	6.1%	40	6.1%	40	5.3%	46	5.0%	43
Delaware	6.8%	41	6.8%	32	8.9%	17	8.8%	26	6.4%	30
DC	6.4%	45	4.0%	51	5.2%	49	5.6%	43	4.6%	45
Florida	14.6%	4	12.7%	6	12.0%	6	12.5%	4	14.2%	3
Georgia	15.5%	3	14.0%	2	12.3%	3	12.6%	2	13.9%	4

State Rankings – Total Population										
	2014		2015		2016		2017		2018	
State	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
Hawaii	5.3%	50	5.1%	47	5.4%	46	5.9%	38	3.3%	50
Idaho	10.5%	20	11.3%	10	8.8%	18	10.3%	12	10.3%	8
Illinois	8.9%	30	6.2%	37	7.4%	28	7.3%	31	6.1%	31
Indiana	10.6%	19	9.4%	19	6.6%	35	5.6%	42	7.6%	22
Iowa	6.2%	46	5.4%	44	5.2%	48	2.8%	51	4.5%	47
Kansas	10.8%	17	10.0%	18	8.4%	21	9.8%	19	7.8%	21
Kentucky	6.7%	43	6.1%	39	6.2%	39	4.4%	49	5.6%	35
Louisiana	12.9%	6	10.9%	12	10.6%	11	10.3%	13	8.1%	19
Maine	9.4%	27	4.5%	49	7.1%	31	8.8%	25	7.2%	25
Maryland	5.8%	47	6.7%	34	6.3%	38	5.7%	41	6.9%	27
Massachusetts	4.4%	51	4.3%	50	5.6%	43	2.8%	50	2.4%	51
Michigan	7.0%	39	5.8%	42	6.3%	37	6.1%	37	5.1%	42
Minnesota	6.7%	42	6.1%	38	5.9%	41	5.0%	47	3.8%	48
Mississippi	12.3%	11	12.9%	4	11.9%	7	11.3%	7	12.3%	5
Missouri	8.8%	31	8.8%	24	8.3%	22	8.4%	28	6.0%	32
Montana	12.6%	9	10.1%	16	7.0%	33	7.2%	32	5.6%	36
Nebraska	9.6%	26	8.5%	26	6.9%	34	11.5%	6	7.2%	26
Nevada	12.6%	8	11.3%	9	8.7%	20	10.6%	9	8.3%	17
New Hampshire	7.2%	38	5.3%	45	6.5%	36	6.7%	35	5.3%	38
New Jersey	10.7%	18	7.8%	28	7.9%	23	7.1%	33	5.4%	37
New Mexico	11.6%	13	12.4%	8	11.2%	8	9.8%	18	10.0%	10
New York	7.7%	35	6.4%	36	5.6%	42	5.5%	45	5.3%	39
North Carolina	11.8%	12	11.1%	11	10.8%	10	10.1%	14	9.7%	11
North Dakota	8.7%	32	8.1%	27	7.7%	26	9.4%	22	5.1%	40
Ohio	7.4%	36	6.0%	41	5.6%	44	5.7%	40	5.0%	44
Oklahoma	15.6%	2	13.2%	3	10.5%	12	12.3%	5	15.6%	2
Oregon	7.8%	34	7.1%	30	5.3%	47	5.9%	39	6.4%	29
Pennsylvania	8.1%	33	5.8%	43	4.8%	50	6.6%	36	5.8%	34
Rhode Island	5.4%	49	4.7%	48	4.8%	51	7.0%	34	3.7%	49
South Carolina	12.9%	7	10.8%	14	9.1%	16	10.3%	11	8.4%	16
South Dakota	9.2%	28	9.3%	20	7.8%	24	9.6%	20	8.7%	15
Tennessee	9.6%	25	10.9%	13	11.2%	9	9.9%	17	7.3%	24
Texas	16.9%	1	15.8%	1	15.3%	1	16.7%	1	17.2%	1
Utah	11.6%	14	10.0%	17	12.1%	4	10.5%	10	10.1%	9
Vermont	5.8%	48	5.2%	46	5.4%	45	4.6%	48	4.5%	46
Virginia	9.9%	24	9.3%	21	10.0%	13	9.3%	23	8.8%	13
Washington	9.1%	29	6.9%	31	7.0%	32	5.5%	44	6.5%	28
West Virginia	6.5%	44	6.5%	35	7.3%	29	8.7%	27	6.0%	33
Wisconsin	7.3%	37	6.8%	33	7.2%	30	7.7%	30	5.1%	41

State Rankings – Total Population										
	2014		2015		2016		2017		2018	
State	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
Wyoming	10.2%	21	9.3%	22	9.7%	14	9.9%	16	11.0%	7
US total	10.4%		9.1%		8.8%		8.8%		8.4%	

Source: Calculated from Current Population Survey (Annual Social and Economic Supplement).

## % Uninsured for Population Under 65, 2017



Source: Small Area Health Estimates (SAHIE), Bureau of the Census. Latest data available, published by the Bureau of the Census in April, 2019.

## Section II: Health Care Spending

The cost of coverage has increased substantially in the individual and small employer markets since 2011. For those obtaining coverage in the individual market, the cost to insure a single individual for a year averaged \$2,099 in 2011. Rates filed in 2019 and effective in 2020 indicate that costs will increase to \$7,582, or by 261 percent over 2011 costs. Rates in the small employer market increased by 79.0 percent over the same time period, from \$3,900 to \$6,995. Notably, the rate of increase slowed for both markets between 2018 and 2020. In 2020, rates in the individual market actually decreased, though by less than one-tenth of one percent.

For both the individual small employer market, the cost of coverage increased more rapidly in Missouri than in any neighboring state between 2011 and 2018 (calculated from insurers financial annual statements). Results for each neighboring state are displayed in page 12.

Considering all sources of payment, including public insurance programs and out-of-pocket spending, health care costs have risen at a rate significantly higher than the overall rate of inflation. Between 1991 and 2014, total health costs in Missouri have increased nearly four-fold, from \$13.0 billion to \$49.1 billion. On a *per capita* basis and in constant 2014 dollars, annual costs have nearly doubled, rising from \$4,194 to \$8,107 per year per person. The most rapid cost increases over this period are related to home health care and medications, both of which increased by an annual average of 4.8 percent *above the overall rate of inflation*. The largest two cost categories are hospital and physician services.

The Consumer Price Index for health care, which measures the cost of a “fixed basket” of goods and services, increased by 185.8 percent between 1990 and 2018, compared to 78.7 percent for overall CPI.<sup>5</sup> Price changes, plus changes in utilization rates as well as of technologies and therapies, also contribute to the increased costs.

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<sup>5</sup> Based on the CPI for St. Louis. The CPI is produced for major urban areas only.

Average Annual Cost of Coverage per Insured Missouri						
	Individual Coverage		Small Employer		Large Employer	
Year	Cost	% change	Cost	% change	Cost	% Change
2011	\$2,099		\$3,900		\$4,306	
2012	\$2,327	10.9%	\$4,015	2.9%	\$4,314	0.2%
2013	\$2,127	-8.6%	\$4,338	8.0%	\$4,305	-0.2%
2014	\$3,152	48.2%	\$4,459	2.8%	\$4,512	4.8%
2015	\$3,594	14.0%	\$4,845	8.7%	\$4,699	4.1%
2016	\$4,260	18.5%	\$5,231	8.0%	\$4,383	-6.7%
2017	\$5,198	22.0%	\$5,394	3.1%	\$4,561	4.1%
2018	\$7,461	43.5%	\$6,231	15.5%	\$4,754	4.2%
2019	\$7,651	2.5%	\$6,612	6.1%	N/A	N/A
2020	\$7,582	-0.9%	\$6,995	5.8%	N/A	N/A
<b>Change, 2011 to 2020</b>		<b>261%</b>		<b>79%</b>		

Source: 2011-2018 estimates are derived from insurers financial annual statements, and are the ratio of (earned premium / member years). 2019-2020 estimates were obtained from insurers rate filings with the DIPF, and represent the average rate change across filings weighted by the number of impacted insureds. Large employer rates are exempt from filing requirements, so that estimates are only available through 2018.

Average Annual Cost of Coverage per Insured Missouri and Neighboring States									
Year	AR	IA	IL	KS	KY	MO	NE	OK	TN
<b>Individual Market</b>									
2011	\$2,058	\$2,745	\$2,750	\$2,474	\$2,661	\$2,099	\$2,642	\$2,386	\$2,466
2012	\$2,191	\$2,861	\$2,916	\$2,685	\$2,798	\$2,327	\$2,732	\$2,488	\$2,555
2013	\$1,419	\$2,914	\$2,703	\$1,684	\$2,510	\$2,127	\$2,673	\$2,176	\$2,049
2014	\$3,474	\$3,168	\$3,450	\$3,053	\$2,849	\$3,152	\$3,251	\$2,959	\$2,859
2015	\$3,770	\$3,608	\$3,862	\$3,242	\$3,490	\$3,594	\$3,893	\$3,310	\$3,269
2016	\$4,023	\$4,257	\$4,338	\$3,912	\$4,050	\$4,260	\$4,152	\$4,191	\$4,158
2017	\$4,445	\$5,064	\$5,778	\$5,162	\$4,584	\$5,198	\$6,047	\$6,708	\$5,938
2018	\$5,614	\$7,780	\$8,000	\$7,294	\$6,331	\$7,461	\$8,931	\$7,850	\$8,668
<b>% Ch</b>	<b>172.8%</b>	<b>183.4%</b>	<b>190.9%</b>	<b>194.8%</b>	<b>137.9%</b>	<b>255.5%</b>	<b>238.0%</b>	<b>229.0%</b>	<b>251.5%</b>
<b>Small Employer Market</b>									
2011	\$3,493	\$3,578	\$4,639	\$3,650	\$3,755	\$3,900	\$4,067	\$4,144	\$3,600
2012	\$3,553	\$3,701	\$4,739	\$3,639	\$3,843	\$4,015	\$4,268	\$4,265	\$3,835
2013	\$3,666	\$3,888	\$4,851	\$3,769	\$3,924	\$4,338	\$4,352	\$4,310	\$4,056
2014	\$3,833	\$4,063	\$5,039	\$3,974	\$4,013	\$4,459	\$4,059	\$4,437	\$4,014
2015	\$4,125	\$4,215	\$5,217	\$4,233	\$4,356	\$4,845	\$4,659	\$4,598	\$4,169
2016	\$4,368	\$4,367	\$5,548	\$4,697	\$4,645	\$5,231	\$4,539	\$4,723	\$4,568
2017	\$4,808	\$4,597	\$5,775	\$5,197	\$4,913	\$5,394	\$5,034	\$5,126	\$4,737
2018	\$4,481	\$5,150	\$6,173	\$4,929	\$5,681	\$6,231	\$5,808	\$5,291	\$4,848
<b>% Ch</b>	<b>28.3%</b>	<b>43.9%</b>	<b>33.1%</b>	<b>35.0%</b>	<b>51.3%</b>	<b>59.8%</b>	<b>42.8%</b>	<b>27.7%</b>	<b>34.7%</b>
<b>Large Employer Market</b>									
2011	\$3,400	\$4,017	\$4,251	\$3,801	\$4,141	\$4,306	\$4,502	\$4,225	\$4,145
2012	\$3,517	\$4,180	\$4,089	\$4,028	\$4,131	\$4,314	\$4,619	\$4,298	\$4,100
2013	\$3,787	\$4,309	\$4,489	\$4,035	\$4,223	\$4,305	\$4,641	\$4,392	\$4,172
2014	\$3,914	\$4,498	\$4,602	\$4,135	\$4,495	\$4,512	\$5,056	\$4,693	\$4,553
2015	\$4,088	\$4,646	\$4,489	\$4,187	\$4,704	\$4,699	\$4,716	\$4,846	\$4,731
2016	\$4,152	\$4,816	\$4,954	\$3,462	\$4,816	\$4,383	\$5,061	\$4,972	\$4,756
2017	\$4,593	\$4,872	\$5,181	\$3,713	\$4,976	\$4,561	\$5,057	\$5,129	\$4,774
2018	\$4,278	\$5,247	\$5,368	\$4,189	\$5,196	\$4,754	\$5,887	\$5,426	\$4,983
<b>% Ch</b>	<b>25.8%</b>	<b>30.6%</b>	<b>26.3%</b>	<b>10.2%</b>	<b>25.5%</b>	<b>10.4%</b>	<b>30.8%</b>	<b>28.4%</b>	<b>20.2%</b>

Source: Calculated from insurers' financial annual statements.

**Total Health Care Spending in Missouri**  
(Billions of Dollars)

<b>Area</b>	<b>1991</b>	<b>1992</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
Hospitals	\$5,957	\$6,524	\$7,061	\$7,467	\$7,655	\$7,958	\$8,195	\$8,470	\$8,747	\$9,278	\$10,081	\$10,916
Physicians & Clinics	\$2,888	\$3,240	\$3,316	\$3,613	\$3,603	\$3,765	\$4,005	\$4,417	\$4,593	\$5,069	\$5,169	\$5,876
Other Professionals	\$265	\$310	\$301	\$346	\$423	\$469	\$535	\$571	\$577	\$666	\$681	\$744
Dental	\$531	\$589	\$613	\$665	\$715	\$758	\$807	\$882	\$928	\$994	\$1,117	\$1,203
Home Health	\$238	\$299	\$378	\$453	\$536	\$635	\$701	\$665	\$736	\$632	\$694	\$675
Nursing	\$1,168	\$1,226	\$1,295	\$1,339	\$1,507	\$1,668	\$1,850	\$1,941	\$1,944	\$2,029	\$2,138	\$2,179
Drugs & Non-Durables	\$1,337	\$1,391	\$1,436	\$1,501	\$1,639	\$1,745	\$1,934	\$2,231	\$2,739	\$3,163	\$3,618	\$4,107
Durables	\$190	\$196	\$210	\$236	\$247	\$276	\$307	\$336	\$358	\$386	\$393	\$425
Other Health	\$438	\$468	\$577	\$688	\$774	\$878	\$930	\$1,062	\$1,105	\$1,203	\$1,310	\$1,427
<b>Total</b>	<b>\$13,012</b>	<b>\$14,242</b>	<b>\$15,186</b>	<b>\$16,307</b>	<b>\$17,099</b>	<b>\$18,154</b>	<b>\$19,263</b>	<b>\$20,574</b>	<b>\$21,727</b>	<b>\$23,420</b>	<b>\$25,201</b>	<b>\$27,551</b>

	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>Average Annual % Growth (1991-2014)</b>
Hospitals	\$12,224	\$12,968	\$13,942	\$14,165	\$16,068	\$17,550	\$18,098	\$18,689	\$19,195	\$20,300	\$20,488	\$21,164	5.7%
Physicians & Clinics	\$6,044	\$6,310	\$6,150	\$6,398	\$7,074	\$7,354	\$7,617	\$8,012	\$8,801	\$9,115	\$9,266	\$9,346	5.2%
Other Professionals	\$802	\$868	\$948	\$997	\$1,095	\$1,170	\$1,188	\$1,232	\$1,283	\$1,332	\$1,360	\$1,380	7.4%
Dental	\$1,222	\$1,332	\$1,377	\$1,401	\$1,509	\$1,556	\$1,619	\$1,668	\$1,695	\$1,759	\$1,765	\$1,787	5.4%
Home Health	\$686	\$709	\$758	\$747	\$796	\$904	\$1,052	\$1,134	\$1,190	\$1,298	\$1,331	\$1,374	7.9%
Nursing	\$2,216	\$2,300	\$2,439	\$2,497	\$2,661	\$2,782	\$2,847	\$2,912	\$3,044	\$3,096	\$3,148	\$3,218	4.5%
Drugs & Non-Durables	\$4,598	\$4,892	\$5,187	\$5,650	\$5,815	\$5,953	\$6,207	\$6,452	\$6,795	\$6,913	\$6,921	\$7,717	7.9%
Durables	\$433	\$449	\$471	\$480	\$504	\$521	\$529	\$553	\$579	\$605	\$627	\$646	5.5%
Other Health	\$1,422	\$1,514	\$1,581	\$1,623	\$1,706	\$1,854	\$1,984	\$2,008	\$2,144	\$2,326	\$2,593	\$2,505	7.9%
<b>Total</b>	<b>\$29,647</b>	<b>\$31,341</b>	<b>\$32,853</b>	<b>\$33,959</b>	<b>\$37,229</b>	<b>\$39,643</b>	<b>\$41,141</b>	<b>\$42,659</b>	<b>\$44,726</b>	<b>\$46,743</b>	<b>\$47,499</b>	<b>\$49,137</b>	<b>5.9%</b>

**Source:** U.S. Census Bureau; and Centers for Medicare and Medicaid Services, Office of the Actuary, National Health Statistics Group. National Health Expenditure Data.



### Total Health Care Spending Per Capita in Missouri

	<i>1991</i>	<i>1992</i>	<i>1993</i>	<i>1994</i>	<i>1995</i>	<i>1996</i>	<i>1997</i>	<i>1998</i>	<i>1999</i>	<i>2000</i>	<i>2001</i>	<i>2002</i>
Hospitals	\$1,152	\$1,251	\$1,340	\$1,402	\$1,423	\$1,465	\$1,495	\$1,534	\$1,573	\$1,655	\$1,787	\$1,924
Physicians & Clinics	\$559	\$621	\$629	\$679	\$670	\$693	\$731	\$800	\$826	\$904	\$916	\$1,035
Other Professionals	\$51	\$59	\$57	\$65	\$79	\$86	\$98	\$103	\$104	\$119	\$121	\$131
Dental	\$103	\$113	\$116	\$125	\$133	\$140	\$147	\$160	\$167	\$177	\$198	\$212
Home Health	\$46	\$57	\$72	\$85	\$100	\$117	\$128	\$120	\$132	\$113	\$123	\$119
Nursing	\$226	\$235	\$246	\$251	\$280	\$307	\$337	\$351	\$349	\$362	\$379	\$384
Drugs & Non-Durables	\$259	\$267	\$272	\$282	\$305	\$321	\$353	\$404	\$492	\$564	\$641	\$724
Durables	\$37	\$37	\$40	\$44	\$46	\$51	\$56	\$61	\$64	\$69	\$70	\$75
Other Health	\$85	\$90	\$109	\$129	\$144	\$162	\$170	\$192	\$199	\$215	\$232	\$251
<b>Total</b>	<b>\$2,516</b>	<b>\$2,730</b>	<b>\$2,881</b>	<b>\$3,063</b>	<b>\$3,179</b>	<b>\$3,342</b>	<b>\$3,514</b>	<b>\$3,726</b>	<b>\$3,906</b>	<b>\$4,177</b>	<b>\$4,467</b>	<b>\$4,855</b>

	<i>2003</i>	<i>2004</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2009</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>	<i>2014</i>	<i>Average Annual % Growth (1991-2014)</i>
Hospitals	\$2,141	\$2,256	\$2,408	\$2,424	\$2,729	\$2,963	\$3,036	\$3,117	\$3,193	\$3,369	\$3,390	\$3,492	4.9%
Physicians & Clinics	\$1,059	\$1,098	\$1,062	\$1,095	\$1,201	\$1,241	\$1,278	\$1,336	\$1,464	\$1,513	\$1,533	\$1,542	4.5%
Other Professionals	\$140	\$151	\$164	\$171	\$186	\$197	\$199	\$205	\$213	\$221	\$225	\$228	6.7%
Dental	\$214	\$232	\$238	\$240	\$256	\$263	\$272	\$278	\$282	\$292	\$292	\$295	4.7%
Home Health	\$120	\$123	\$131	\$128	\$135	\$153	\$177	\$189	\$198	\$215	\$220	\$227	7.2%
Nursing	\$388	\$400	\$421	\$427	\$452	\$470	\$478	\$486	\$506	\$514	\$521	\$531	3.8%
Drugs & Non-Durables	\$805	\$851	\$896	\$967	\$988	\$1,005	\$1,041	\$1,076	\$1,130	\$1,147	\$1,145	\$1,273	7.2%
Durables	\$76	\$78	\$81	\$82	\$86	\$88	\$89	\$92	\$96	\$100	\$104	\$107	4.7%
Other Health	\$249	\$263	\$273	\$278	\$290	\$313	\$333	\$335	\$357	\$386	\$429	\$413	7.1%
<b>Total</b>	<b>\$5,193</b>	<b>\$5,453</b>	<b>\$5,674</b>	<b>\$5,812</b>	<b>\$6,323</b>	<b>\$6,692</b>	<b>\$6,902</b>	<b>\$7,114</b>	<b>\$7,441</b>	<b>\$7,758</b>	<b>\$7,860</b>	<b>\$8,107</b>	<b>5.2%</b>

**Source:** U.S. Census Bureau; and Centers for Medicare and Medicaid Services, Office of the Actuary, National Health Statistics Group. National Health Expenditure Data.

**Total Health Care Spending Per Capita in Missouri**  
**Real (Inflation-Adjusted) 2014 Dollars\***

	<i>1991</i>	<i>1992</i>	<i>1993</i>	<i>1994</i>	<i>1995</i>	<i>1996</i>	<i>1997</i>	<i>1998</i>	<i>1999</i>	<i>2000</i>	<i>2001</i>	<i>2002</i>
Hospitals	\$1,920	\$2,045	\$2,146	\$2,185	\$2,158	\$2,157	\$2,153	\$2,186	\$2,198	\$2,235	\$2,352	\$2,506
Physicians & Clinics	\$932	\$1,015	\$1,007	\$1,058	\$1,016	\$1,020	\$1,053	\$1,140	\$1,154	\$1,221	\$1,206	\$1,348
Other Professionals	\$85	\$96	\$91	\$101	\$120	\$127	\$141	\$147	\$145	\$161	\$159	\$171
Dental	\$172	\$185	\$186	\$195	\$202	\$206	\$212	\$228	\$233	\$239	\$261	\$276
Home Health	\$77	\$93	\$115	\$132	\$152	\$172	\$184	\$171	\$184	\$153	\$162	\$155
Nursing	\$377	\$384	\$394	\$391	\$425	\$452	\$485	\$500	\$488	\$489	\$499	\$500
Drugs & Non-Durables	\$432	\$437	\$436	\$439	\$463	\$473	\$508	\$576	\$687	\$762	\$844	\$943
Durables	\$62	\$60	\$64	\$69	\$70	\$75	\$81	\$87	\$89	\$93	\$92	\$98
Other Health	\$142	\$147	\$175	\$201	\$218	\$238	\$245	\$274	\$278	\$290	\$305	\$327
<b>Total</b>	<b>\$4,194</b>	<b>\$4,463</b>	<b>\$4,614</b>	<b>\$4,774</b>	<b>\$4,821</b>	<b>\$4,920</b>	<b>\$5,061</b>	<b>\$5,311</b>	<b>\$5,458</b>	<b>\$5,640</b>	<b>\$5,880</b>	<b>\$6,323</b>

	<i>2003</i>	<i>2004</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2009</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>	<i>2014</i>	<i>Average Annual % Growth (1991-2014)</i>
Hospitals	\$2,719	\$2,755	\$2,848	\$2,817	\$3,110	\$3,284	\$3,369	\$3,378	\$3,352	\$3,454	\$3,425	\$3,492	2.6%
Physicians & Clinics	\$1,345	\$1,341	\$1,256	\$1,272	\$1,369	\$1,375	\$1,418	\$1,448	\$1,537	\$1,551	\$1,549	\$1,542	2.2%
Other Professionals	\$178	\$184	\$194	\$199	\$212	\$218	\$221	\$222	\$224	\$227	\$227	\$228	4.4%
Dental	\$272	\$283	\$281	\$279	\$292	\$291	\$302	\$301	\$296	\$299	\$295	\$295	2.4%
Home Health	\$152	\$150	\$155	\$149	\$154	\$170	\$196	\$205	\$208	\$220	\$222	\$227	4.8%
Nursing	\$493	\$489	\$498	\$496	\$515	\$521	\$530	\$527	\$531	\$527	\$526	\$531	1.5%
Drugs & Non-Durables	\$1,022	\$1,039	\$1,060	\$1,124	\$1,126	\$1,114	\$1,155	\$1,166	\$1,186	\$1,176	\$1,157	\$1,273	4.8%
Durables	\$97	\$95	\$96	\$95	\$98	\$98	\$99	\$100	\$101	\$103	\$105	\$107	2.4%
Other Health	\$316	\$321	\$323	\$323	\$331	\$347	\$369	\$363	\$375	\$396	\$433	\$413	4.8%
<b>Total</b>	<b>\$6,595</b>	<b>\$6,660</b>	<b>\$6,711</b>	<b>\$6,754</b>	<b>\$7,206</b>	<b>\$7,417</b>	<b>\$7,658</b>	<b>\$7,710</b>	<b>\$7,811</b>	<b>\$7,955</b>	<b>\$7,941</b>	<b>\$8,107</b>	<b>2.9%</b>

\*Adjustment via CPI – All Urban Consumers for St. Louis.

Consumer Price Indices for St. Louis and Kansas City*								
	Index (1984=100)				% Change for Prior Year			
Year	All Goods-STL	All Goods - KC	Medical Care - STL	Medical Care - KC	All Goods-STL	All Goods - KC	Medical Care - STL	Medical Care - KC
1990	128.1	126.0	159.0	156.8	5.2%	3.6%	9.2%	10.4%
1991	132.1	131.2	171.7	173.5	3.1%	4.1%	8.0%	10.7%
1992	134.7	134.3	181.0	183.8	2.0%	2.4%	5.4%	5.9%
1993	137.5	138.1	191.5	195.6	2.1%	2.8%	5.8%	6.4%
1994	141.3	141.3	201.7	202.9	2.8%	2.3%	5.3%	3.7%
1995	145.2	145.3	210.0	208.5	2.8%	2.8%	4.1%	2.8%
1996	149.6	151.6	218.4	212.2	3.0%	4.3%	4.0%	1.8%
1997	152.9	155.8	226.4	210.9	2.2%	2.8%	3.7%	-0.6%
1998	154.5	157.8	233.9	217.7	1.0%	1.3%	3.3%	3.2%
1999	157.6	160.1	245.7	229.1	2.0%	1.5%	5.0%	5.2%
2000	163.1	166.6	256.8	245.1	3.5%	4.1%	4.5%	7.0%
2001	167.3	172.2	268.2	254.5	2.6%	3.4%	4.4%	3.8%
2002	169.1	174.0	279.1	262.0	1.1%	1.0%	4.1%	2.9%
2003	173.4	177.0	293.3	271.0	2.5%	1.7%	5.1%	3.4%
2004	180.3	180.7	307.4	269.1	4.0%	2.1%	4.8%	-0.7%
2005	186.2	185.3	320.2	275.4	3.3%	2.5%	4.2%	2.3%
2006	189.5	190.1	336.3	296.8	1.8%	2.6%	5.0%	7.8%
2007	193.2	194.5	343.9	301.0	2.0%	2.3%	2.2%	1.4%
2008	198.7	201.2	345.4	296.4	2.8%	3.4%	0.4%	-1.5%
2009	198.5	201.0	360.9	302.6	-0.1%	-0.1%	4.5%	2.1%
2010	203.2	205.4	366.8	309.8	2.4%	2.2%	1.6%	2.4%
2011	209.8	213.5	373.9	320.7	3.2%	4.0%	1.9%	3.5%
2012	214.8	218.5	379.0	332.9	2.4%	2.3%	1.4%	3.8%
2013	218.0	221.6	382.9	339.8	1.5%	1.4%	1.0%	2.1%
2014	220.2	222.7	395.2	338.1	1.0%	0.5%	3.2%	-0.5%
2015	219.3	222.3	400.3	347.4	-0.4%	-0.2%	1.3%	2.7%
2016	221.1	224.1	420.8	361.3	0.8%	0.8%	5.1%	4.0%
2017	224.7	228.2	439.9	368.2	1.7%	1.9%	4.5%	1.9%
2018	228.9	**	454.4	**	1.8%	**	3.3%	**
	<b>Cumulative Change, 1990-2018</b>				<b>78.7%                      185.8%</b>			

\*The CPI is produced for major urban areas. Therefore, there is no "Missouri CPI."

\*\* The BLS revised the geography of the CPI in 2018. Kansas City was not selected for this revision, and no data for Kansas City will be available for 2018 and subsequent years.

### Section III: The Commercial Market & the Federal Marketplace

According to insurers financial annual statements, 1,151,292 Missourians were insured in the commercial market as of December 31, 2018. The majority were insured in the large employer market consisting of employers with 50 or more employees. The remainder were split between small employers (191,711) and the individual market in which insureds purchase coverage on their own (243,617).

As of early 2019, 220,461 individuals were enrolled in the Federally Facilitated Marketplace (FFM). The large majority of these individuals received subsidies in the form of the advanced premium tax credit (APTC) or cost sharing reductions (CSR) which lower the amount of out-of-pocket expenses covered individuals pay. The average monthly premium in 2019 was \$645, but for individuals eligible for the APTC the average monthly cost fell to \$86.

<b>Missouri Insureds at Year-End (Excluding Self-Insured Plans) Data from the Financial Annual Statement</b>				
<b>Year</b>	<b>Individual</b>	<b>Small Employer</b>	<b>Large Employer</b>	<b>Total</b>
2010	249,200	379,767	702,218	1,333,195
2011	270,943	345,581	758,952	1,377,487
2012	257,871	328,839	737,673	1,326,395
2013	294,548	306,179	689,642	1,292,382
2014	344,137	254,285	628,141	1,228,577
2015	362,038	233,409	628,155	1,225,617
2016	347,295	226,117	698,054	1,273,482
2017	279,292	217,579	726,055	1,224,943
2018	243,617	191,711	715,964	1,151,292

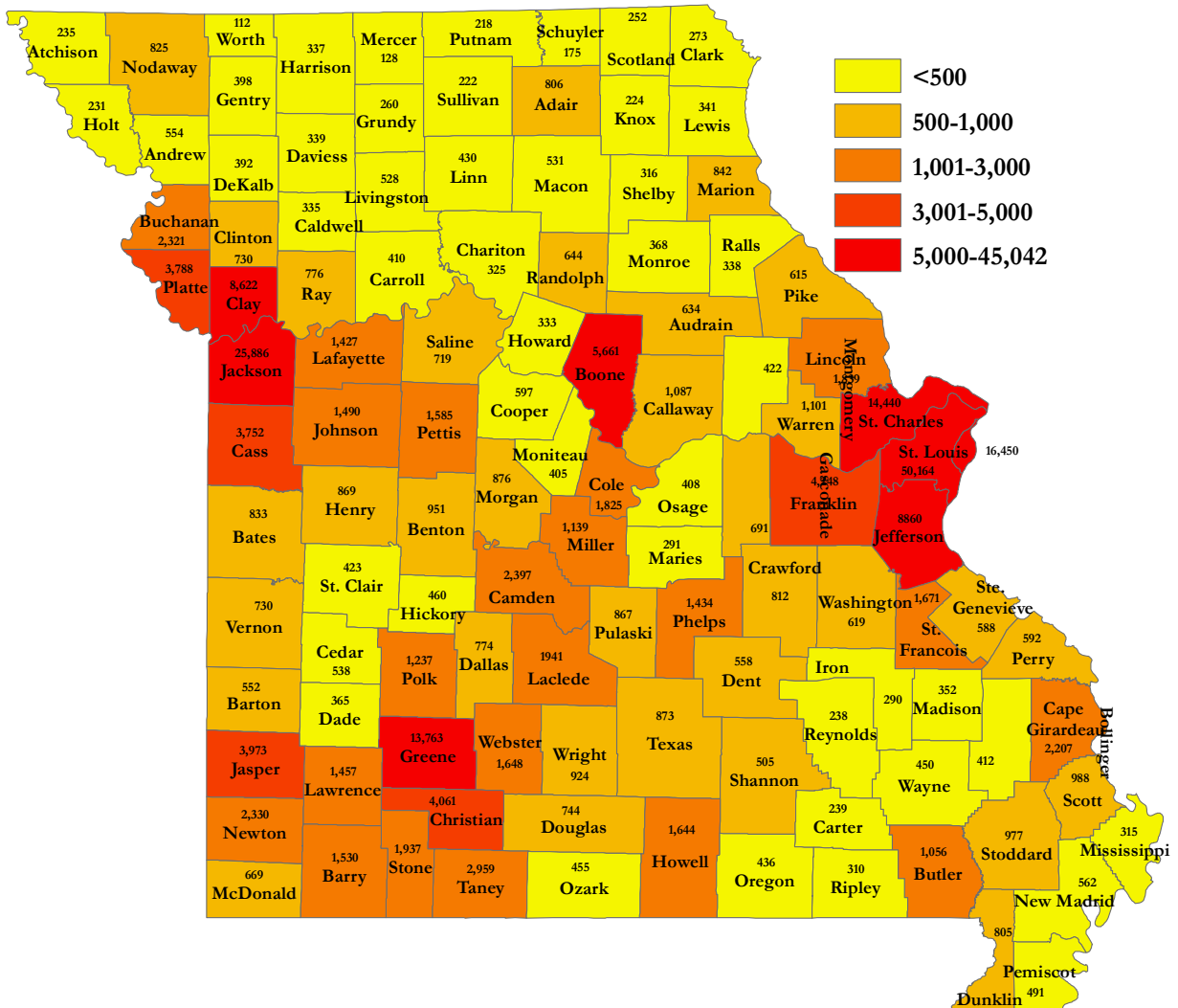
Source: Calculated from insurers' financial annual statements.

### Missouri Enrollment in the Federal Marketplace, 2018

Year	Enrolled in the FFM	With APTC	With CSR	Average Monthly Premium	Avg. Monthly Premium For those with APTC
2015	253,410	220,699	146,424		
2016	290,197	250,967	165,222		
2017	244,382	211,986	137,069	\$483	\$100
2018	243,382	203,348	135,905	\$646	\$75
2019	220,461	186,459	127,447	\$645	\$86

Source: Centers for Medicare & Medicaid Services (CMS), *Enrollment Snapshot, various years*.

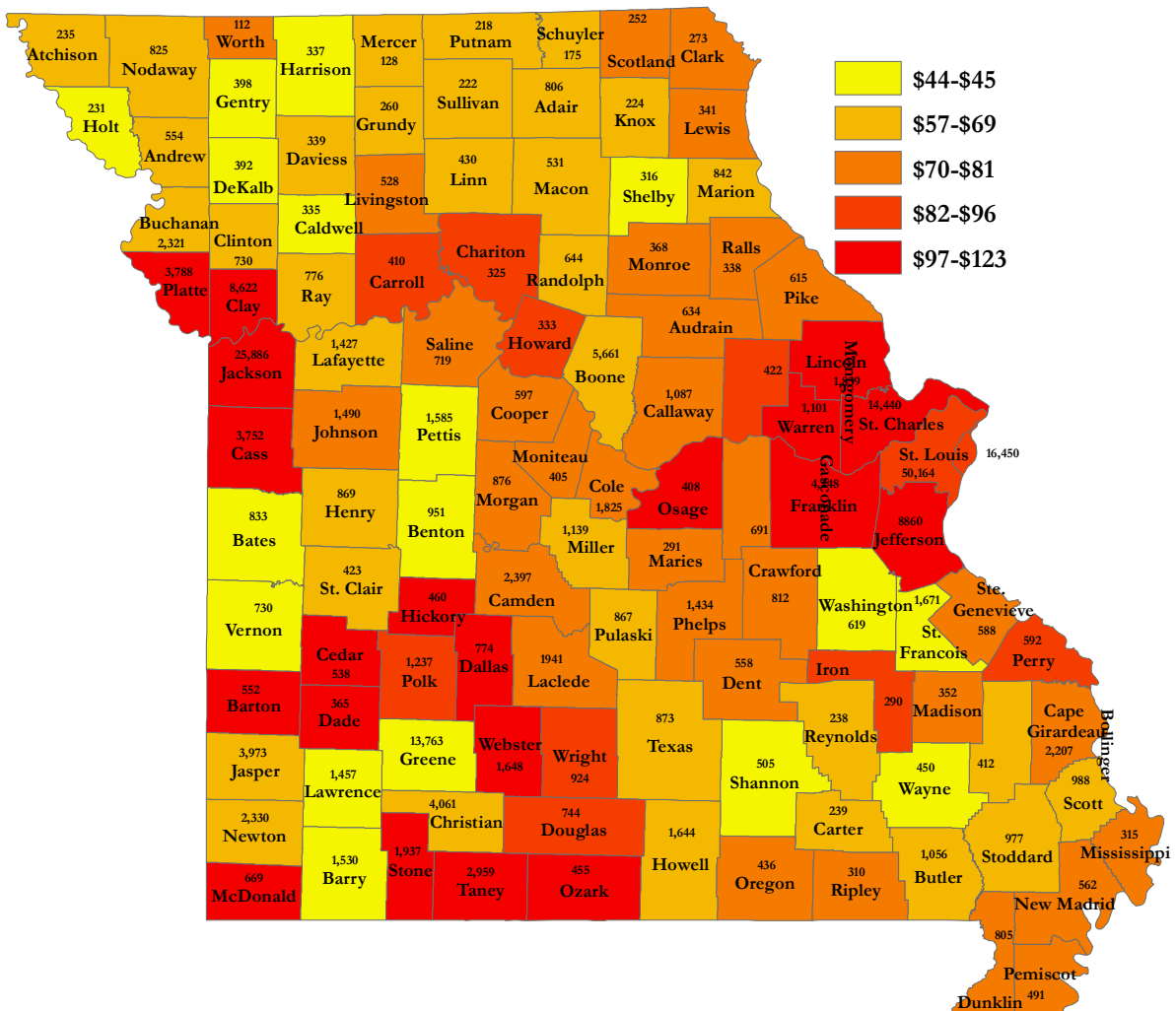
## Enrollment in the Federally Facilitated Market Place, 2019



Source: Centers for Medicare & Medicaid Services (CMS), Open Enrollment Period (OEP) County-Level Public Use File for 2019.

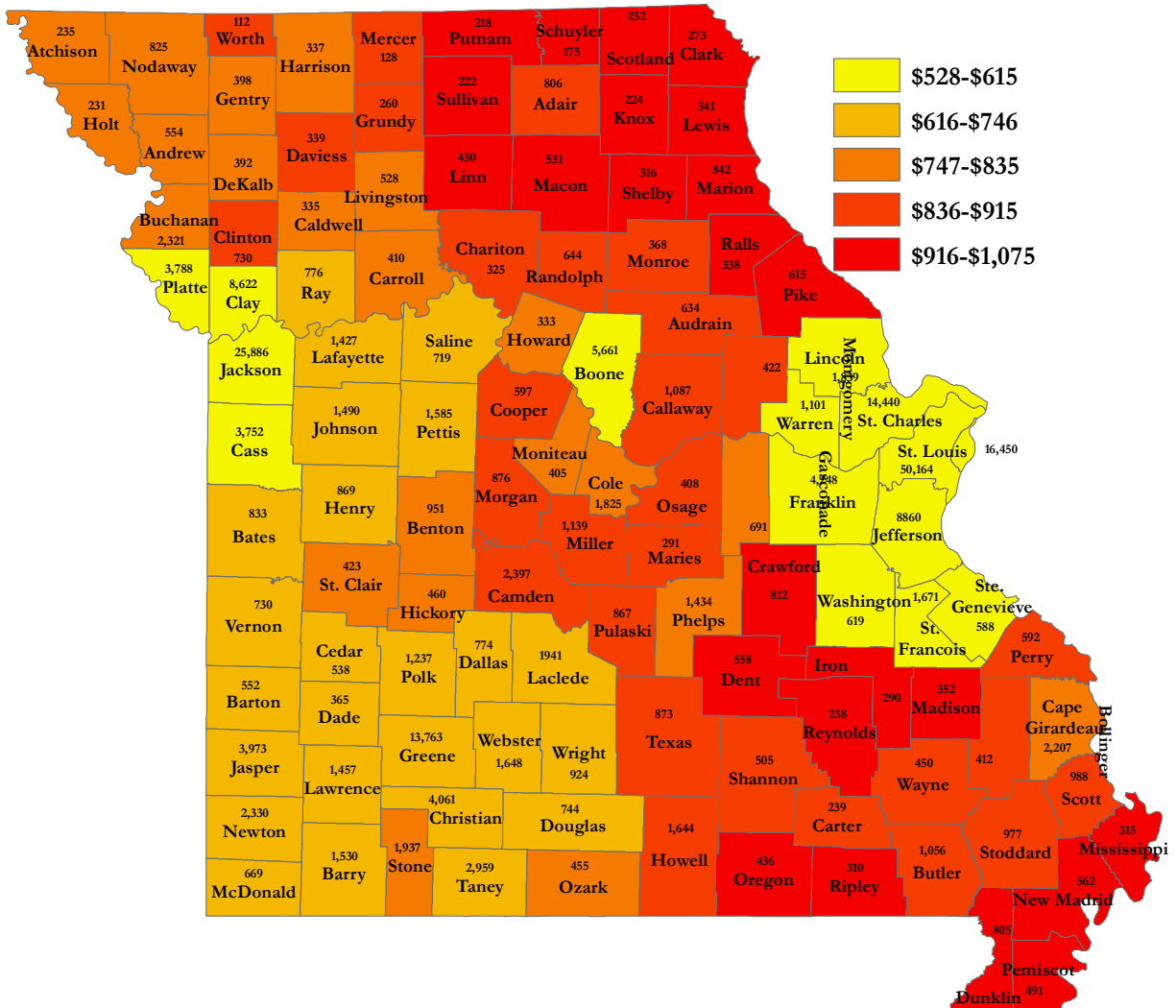
### Average Monthly Premium on the Federal Exchange, 2019

**Average Monthly Premium for those with APTC, 2019**



Source: Centers for Medicare & Medicaid Services (CMS), Open Enrollment Period (OEP) County-Level Public Use File for 2019.

## Average Monthly Premium Excluding APTC, 2019



Source: Centers for Medicare & Medicaid Services (CMS), Open Enrollment Period (OEP) County-Level Public Use File for 2019.



## Section IV: Health Insurance Networks

Traditionally, health insurance was based on an “indemnity” or “fee-for-service” model, in which the choice of medical provider and services were largely left to each individual insured. Rising health care costs prompted insurers to adopt other models, generally based upon a network of providers and possessing other cost-reducing features. Today, very few individuals are covered under traditional indemnity plans.

The various forms of networks are governed under Missouri statute. Beyond the more traditional Health Maintenance Organization (HMO) model, other network types include Preferred Provider Organizations (PPO), Point of Service (POS) and much more recently Exclusive Provider Organizations (EPO). These plans differ with respect to the availability of out-of-network benefits, whether they require a primary care physician that may act as a “gatekeeper” to seeing medical specialists, and the degree to which networks are regulated with respect to the kind and quantity of providers required to be in the network.

**HMO:** For HMOs, the sufficiency of the network of medical providers (or “network adequacy”) is regulated by the department. HMOs must ensure that medical practitioners across a wide variety of specialties are reasonably accessible and within a specified proximity to most enrollees. Coverage may be available for providers outside of the network, though usually at considerably higher cost to the patient. HMOs will also typically require each insured to select a primary care physician (PCP) that directs the patient’s overall care. Historically, it was quite common for the PCP to serve as a “gatekeeper,” whereby patients seeking treatment from a medical specialist had to obtain a prior referral from the PCP. This is less common today. HMOs are far less prominent in the commercial market than their heyday in the 1990s, and commercial enrollment continued to rapidly decline in just the last five years. Today HMOs primarily serve Medicare and Medicaid enrollees.

**PPO:** PPOs also employ a network of providers, but also provide out-of-network benefits. Like HMOs, out-of-network benefits are obtained at a greater cost to the consumer. Unlike HMOs, PPOs have no network adequacy requirements mandated by statute.

**EPO:** This relatively new model of managed care was only recently permitted by statute in Missouri. Unlike other forms of managed care models, EPOs generally provide no out-of-network benefits aside from emergency care and a few other mandated benefits. EPOs also have no mandated network adequacy requirements.

**POS:** These plans are very similar to HMOs, and like HMOs are governed by network adequacy requirements, and may employ a PCP who coordinates a patient’s overall care and whose referral may be required prior to seeing a medical specialist. Out-of-network benefits may entail significant out-of-pocket costs from the patient.

HMOs today comprise fewer than 5 percent of all commercial markets segments – individual, small and large employer. By far the most dominant model of managed care is PPO arrangements. By premium volume, PPOs are dominate in the small and large employer markets. However, they have largely been eclipsed by EPOs in the individual market in 2018.

HMO Market in Missouri Number of Insureds									
Year	Individual			Small Employer			Large Employer		
	HMO	Other	% HMO	HMO	Other	% HMO	HMO	Other	% HMO
2011	330	270,613	0.1%	30,969	314,612	9.0%	131,275	627,677	17.3%
2012	259	257,612	0.1%	25,013	303,826	7.6%	103,968	633,705	14.1%
2013	193	294,355	0.1%	18,715	287,464	6.1%	78,863	610,779	11.4%
2014	174	343,963	0.1%	11,995	242,290	4.7%	48,587	579,554	7.7%
2015	104	361,934	0.0%	10,334	223,075	4.4%	41,385	586,770	6.6%
2016	55	347,240	0.0%	10,105	216,012	4.5%	66,054	632,000	9.5%
2017	51	279,241	0.0%	9,617	207,962	4.4%	52,299	673,756	7.2%
2018	35	243,582	0.0%	8,373	183,338	4.4%	45,718	670,246	6.4%

Premium by Market Segment						
Year	HMO	POS	Indemnity	PPO	EPO	Total
<b>Individual Coverage</b>						
2011	\$2,853,888	\$13,385,978	\$1,017,253	\$473,312,832		\$490,569,950
2012	\$2,278,160	\$3,451,690	\$677,369	\$505,447,647		\$511,854,866
2013	\$1,898,741	\$11,452,615	\$559,836	\$526,776,576		\$540,687,768
2014	\$1,167,498	\$6,766,951	\$116,004	\$997,095,693		\$1,005,146,145
2015	\$994,134	\$17,317	\$88,382	\$1,351,643,965	\$19,683,201	\$1,372,426,999
2016	\$570,616	\$19,999	\$74,286	\$1,586,515,323	\$22,359,406	\$1,609,539,630
2017	\$466,039	.	\$326,886	\$1,285,301,681	\$326,569,019	\$1,612,643,624
2018	\$350,491	.	-\$11,051	\$269,386,437	\$1,575,791,270	\$1,845,517,147
<b>Small Employer</b>						
2011	\$36,392,033	\$146,499,807		\$1,109,650,502		\$1,292,542,341
2012	\$28,986,937	\$111,864,879		\$1,181,175,839		\$1,322,027,655
2013	\$22,780,594	\$98,832,517		\$1,204,710,305		\$1,326,323,415
2014	\$17,606,287	\$69,519,886		\$1,118,602,636		\$1,205,728,809
2015	\$4,264,150	\$55,674,149		\$1,103,175,498		\$1,163,113,797
2016	\$5,705,014	\$52,959,825		\$1,143,945,827		\$1,202,610,666
2017	\$1,551,626	\$49,888,228	\$23,277	\$1,096,630,335	\$655,168	\$1,148,748,634
2018	\$1,120,850	\$49,233,060	\$10,570	\$1,163,581,258	\$1,838,960	\$1,215,784,697
<b>Large Employer</b>						
2011	\$455,195,375	\$186,423,785	\$727,693	\$2,203,683,111		\$2,846,029,964
2012	\$402,229,840	\$157,374,340	\$3,960,515	\$2,216,065,499		\$2,779,630,193
2013	\$307,792,919	\$127,624,656	\$5,238,636	\$2,194,064,232		\$2,634,720,443
2014	\$186,131,519	\$96,926,952		\$2,161,049,232		\$2,444,107,702
2015	\$159,170,785	\$77,698,543		\$2,228,411,072		\$2,465,280,401
2016	\$198,725,994	\$72,413,634	\$226,541	\$2,283,623,502		\$2,554,989,671
2017	\$188,405,509	\$7,164,746		\$2,134,941,853	\$7,999,541	\$2,338,511,650
2018	\$172,745,446	\$5,267,292	\$568,929	\$2,507,508,047	\$232,899,296	\$2,918,989,010

**Source:** Missouri Department of Commerce and Insurance, special data call of insurers. Totals will vary slightly from totals presented elsewhere, given the specific nature of the data collected.

<b>HMO – Missouri Year-End Total Membership</b>							
<b>By Market</b>							
	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>% Chg. 2013- 2018</b>
Commercial	107,571	91,624	65,905	89,752	78,493	71,511	-33.5%
Medicare	170,888	196,257	218,550	228,730	242,029	261,269	52.9%
Medicaid	396,443	382,363	457,115	491,319	700,798	628,015	58.4%

## Section V: Market Competitiveness

Missouri health insurance market for comprehensive or ACA compliant coverage is highly concentrated compared to other lines of insurance. Within each market – individual, small and large employer – the top four insurers control about 90 percent of the market based on premium. A commonly used measure of market concentration is the Herfindahl-Hirschman Index (HHI). The HHI is calculated as the sum of the squared market shares of all groups. This index generally ranges from 0, representing a highly competitive and fragmented market, to 10,000, representing a line of business dominated by a single firm. While the index values have no intrinsic meaning, the anti-Trust Division of the Department of Justice provides one commonly used guideline:

- A. Below 1,000: Unconcentrated or competitive
- B. 1,000 to 1,800: Moderately concentrated
- C. Over 1,800: Highly concentrated

Each of Missouri’s commercial health insurance markets is considered “highly concentrated” by this measure. In addition, the statewide concentration measures may understate the more significant lack of competition in areas of the state, since not all insurers operate statewide. Other lines of insurance are provided for comparison.

Market Concentration Indices, 2018				
Line of Business	Insurer Groups w > \$100k Premium	HHI	Top 4 Market Share	Top 8 Market Share
<b>Health Insurance (Major Medical Policies Only)</b>				
Individual (including Association)	8	2,831	95.1%	100%
Small Group	7	2,830	92.9%	100%
Large Group	10	2,680	92.9%	100%
<b>P&amp;C Lines</b>				
Private Auto	60	1,001	53.1%	74.3%
Homeowners	50	1,140	56.9%	74.5%
Commercial Auto	89	372	30.2%	43.5%
Work Comp	88	952	47.5%	61.9%
Commercial Multi-Peril	78	382	28.0%	46.4%

Individual Comprehensive Health Insurance, Missouri, By Group										
Insurer Group (or company if not part of a group)	Premium, 2014	Mkt. Shr, 2014	Premium, 2015	Mkt. Sh., 2015	Premium, 2016	Mkt. Sh. 2016	Premium, 2017	Mkt. Sh. 2017	Premium, 2018	Mkt. Sh. 2018
Cigna Health Group	\$564,138	0.1%	\$25,951,762	1.9%	\$74,751,278	4.6%	\$279,960,749	17.4%	\$565,728,201	31.2%
Centene Corp Group	\$22,671	0.0%	\$7,499	0.0%	\$72,469	0.0%			\$557,017,938	30.7%
Anthem Inc Group	\$351,279,996	33.0%	\$323,680,358	23.1%	\$415,571,308	25.6%	\$775,007,960	48.3%	\$543,125,815	29.9%
UnitedHealth Group	\$110,936,884	10.4%	\$222,167,282	15.9%	\$294,706,588	18.1%	\$70,185,020	4.4%	\$60,755,283	3.3%
BCBS Of KC Group	\$169,175,445	15.9%	\$216,003,595	15.4%	\$269,557,147	16.6%	\$251,178,297	15.7%	\$50,718,219	2.8%
Cox Ins Group	\$19,336,149	1.8%	\$26,708,066	1.9%	\$32,195,573	2.0%	\$33,212,361	2.1%	\$33,443,415	1.8%
Aetna Group	\$349,451,638	32.8%	\$518,788,447	37.0%	\$472,448,593	29.1%	\$107,802,104	6.7%	\$5,308,818	0.3%
American Natl Fin	\$488,631	0.0%	\$359,971	0.0%	\$307,672	0.0%	\$333,384	0.0%	\$179,561	0.0%
Shelter Ins Group	\$22,944	0.0%	\$21,435	0.0%	\$19,091	0.0%			\$17,963	0.0%
Guardian Life Group	\$15,387	0.0%	\$14,194	0.0%	\$2,874	0.0%	\$3,078	0.0%	\$2,674	0.0%
Knights Of Columbus	\$5,322	0.0%	\$1,774	0.0%	\$1,774	0.0%	\$1,774	0.0%	\$1,774	0.0%
CNA Ins Group	\$1,456	0.0%	\$1,996	0.0%	\$1,641	0.0%	\$1,999	0.0%	\$1,612	0.0%
American Intl Group	\$3,229	0.0%	\$202	0.0%	\$29,692	0.0%	\$650	0.0%	\$625	0.0%
Insurers that have left the market since 2014										
Assurant Inc Group	\$50,549,623	4.7%	\$39,490,993	2.8%						
Humana Group	\$8,708,290	0.8%	\$27,118,425	1.9%	\$64,724,603	4.0%	\$86,585,057	5.4%		
Healthmarkets Group	\$2,414,508	0.2%	\$274,547	0.0%						
State Farm Group	\$542,157	0.1%	\$402,278	0.0%	\$71,424	0.0%				
Westbridge Capital	\$236,295	0.0%	\$162,876	0.0%	\$145,614	0.0%	\$151,328	0.0%		
J & P Holdings Grp	\$235,998	0.0%								
Trustmark Ins Co Grp	\$49,031	0.0%								
New Era Life Group	\$12,898	0.0%	\$13,611	0.0%	\$7,021	0.0%				
Harris Ins Holdings Grp	\$8,978	0.0%								
Union Labor Grp	\$3,353	0.0%								
Amtrust Grp	\$2,775	0.0%								
Assurity Life Insurance	\$2,079	0.0%	\$2,079	0.0%	\$2,079	0.0%	\$520	0.0%		
ECG Grp	\$769	0.0%								
Primerica Grp	\$65	0.0%								
<b>Total</b>	<b>\$1,064,070,709</b>	<b>100%</b>	<b>\$1,401,171,390</b>	<b>100%</b>	<b>\$1,624,616,441</b>	<b>100%</b>	<b>\$1,604,424,281</b>	<b>100%</b>	<b>\$1,816,301,273</b>	<b>100%</b>

Small Employer Comprehensive Health Insurance, Missouri, By Group										
Insurer Group (or company if not in a group)	Premium, 2014	Mkt. Sh, 2014	Premium, 2015	Mkt. Sh. 2015	Premium, 2016	Mkt. Sh., 2016	Premium, 2017	Mkt. Sh., 2017	Premium, 2018	Mkt. Sh., 2018
UnitedHealth Group	\$209,853,296	17.8%	\$249,186,265	22.0%	\$294,775,772	24.8%	\$347,149,464	29.0%	\$439,228,688	36.8%
Anthem Inc Group	\$508,450,765	43.2%	\$451,269,646	39.9%	\$452,773,134	38.0%	\$437,932,520	36.5%	\$410,544,737	34.4%
BCBS Of Kc Group	\$185,730,403	15.8%	\$169,118,300	14.9%	\$187,724,112	15.8%	\$172,971,272	14.4%	\$176,824,775	14.8%
Aetna Group	\$164,621,139	14.0%	\$138,623,659	12.3%	\$129,862,444	10.9%	\$101,398,195	8.5%	\$83,299,993	7.0%
Humana Group	\$58,051,939	4.9%	\$68,323,464	6.0%	\$67,048,950	5.6%	\$73,944,122	6.2%	\$59,797,046	5.0%
Cox Ins Group	\$8,436,344	0.7%	\$11,621,537	1.0%	\$14,517,667	1.2%	\$25,924,183	2.2%	\$24,644,592	2.1%
Shelter Ins Group	\$147,504	0.0%	\$137,951	0.0%	\$178,006	0.0%	\$189,949	0.0%	\$200,490	0.0%
<b>Companies that left the small employer market since 2014</b>										
Federated Mutual Group	\$29,039,312	2.5%	\$38,359,491	3.4%	\$43,668,411	3.7%	\$38,799,292	3.2%		
Assurant Inc Group	\$7,417,760	0.6%	\$4,897,961	0.4%						
Geneve Holdings Inc Group	\$2,244,442	0.2%	\$6,393	0.0%	\$1,616	0.0%				
Trustmark Mutual Holding Group	\$1,764,656	0.1%	\$3	0.0%						
Munich Re Group	\$1,207,878	0.1%	\$5,155	0.0%						
BCBS Of SC Group	\$39,867	0.0%	\$15,231	0.0%						
Best Life And Health Ins Co	\$2,002	0.0%								
<b>Total</b>	<b>\$1,177,007,307</b>	<b>100%</b>	<b>\$1,131,565,056</b>	<b>100%</b>	<b>\$1,190,550,112</b>	<b>100%</b>	<b>\$1,198,308,997</b>	<b>100%</b>	<b>\$1,194,540,321</b>	<b>100%</b>

Missouri Large Employer Comprehensive Health Insurance, by Group										
Insurer Group (or company if not in a group)	Premium, 2014	Mkt. Sh, 2014	Premium, 2015	Mkt. Sh. 2015	Premium, 2016	Mkt. Sh., 2016	Premium, 2017	Mkt. Sh., 2017	Premium, 2018	Mkt. Sh., 2018
Anthem Inc Group	\$988,851,120	33.90%	\$1,002,243,545	34.00%	\$1,043,909,669	34.20%	\$1,392,721,505	41.5%	\$1,331,668,976	39.1%
BCBS Of KC Group	\$585,061,816	20.10%	\$642,669,218	21.80%	\$753,921,551	24.70%	\$833,090,339	24.8%	\$897,240,275	26.4%
UnitedHealth Group	\$667,024,749	22.90%	\$723,309,993	24.50%	\$671,627,320	22.00%	\$634,990,084	18.9%	\$653,436,492	19.2%
Aetna Group	\$503,063,934	17.30%	\$417,562,782	14.20%	\$384,827,381	12.60%	\$276,020,372	8.2%	\$280,357,812	8.2%
Cigna Health Group	\$45,126,117	1.50%	\$45,000,275	1.50%	\$74,100,757	2.40%	\$101,226,657	3.0%	\$104,725,740	3.1%
Cox Ins Group	\$88,928,691	3.00%	\$85,707,153	2.90%	\$86,852,771	2.80%	\$83,835,205	2.5%	\$96,630,399	2.8%
Humana Group	\$22,830,344	0.80%	\$25,251,321	0.90%	\$27,629,203	0.90%	\$30,277,051	0.9%	\$36,348,680	1.1%
Shelter Ins Group	\$2,439,147	0.10%	\$2,480,668	0.10%	\$2,606,557	0.10%	\$2,698,977	0.1%	\$2,948,428	0.1%
American Intl Group									\$568,929	0.0%
Tokio Marine Holdings									\$220,526	0.0%
Insurers the left the large employer market after 2014										
BCS Ins Group	\$6,073,603	0.20%	\$1,921,910	0.10%	\$31,046	0.00%	\$11,404	0.0%		
Federated Mutual	\$4,055,618	0.10%	\$3,864,184	0.10%	\$4,264,322	0.10%	\$2,705,626	0.1%		
Trustmark Ins Co Grp	\$1,252,709	0.00%								
Assurant Inc Group	\$394,136	0.00%	\$127,021	0.00%						
Geneve Holdings Grp	\$356,246	0.00%	\$673,673	0.00%	\$140,440	0.00%				
American Intl Group	\$280,313	0.00%	\$67,401	0.00%						
Munich Re Grp	\$29,620	0.00%								
BCBS Of SC Group			\$90,792	0.00%						
<b>Total</b>	<b>\$2,915,768,163</b>	<b>100%</b>	<b>\$2,950,969,936</b>	<b>100%</b>	<b>\$3,049,911,017</b>	<b>100%</b>	<b>\$3,357,577,220</b>	<b>100%</b>	<b>\$3,404,146,257</b>	<b>100%</b>



Missouri Market Share by Company, 2018									
		Individual		Small Group		Large Group		Total	
Code	Name	Premium Written	Mkt. Share	Premium Written	Mkt. Share	Premium Written	Mkt. Share	Premium Written	Mkt. Share
20443	Continental Casualty Company	\$1,612	0.0%	\$0	0.0%	\$0	0.0%	\$1,612	0.0%
47171	Blue Cross And Blue Shield Of KC	\$50,704,508	2.8%	\$176,729,405	14.8%	\$750,195,396	22.0%	\$977,629,309	15.2%
58033	Knights Of Columbus	\$1,774	0.0%	\$0	0.0%	\$0	0.0%	\$1,774	0.0%
60040	Cox Health Systems Insurance Co	\$33,443,415	1.8%	\$24,644,592	2.1%	\$96,630,399	2.8%	\$154,718,406	2.4%
60054	Aetna Life Insurance Company	(\$31,210)	0.0%	\$13,642,270	1.1%	\$256,724,012	7.5%	\$270,335,072	4.2%
60488	American General Life Insurance Co	\$625	0.0%	\$0	0.0%	\$0	0.0%	\$625	0.0%
60739	American National Insurance Co	\$1,640	0.0%	\$0	0.0%	\$0	0.0%	\$1,640	0.0%
62286	Golden Rule Insurance Company	\$54,824,853	3.0%	\$0	0.0%	\$0	0.0%	\$54,824,853	0.9%
62308	Connecticut General Life Ins Co	\$0	0.0%	\$0	0.0%	\$6,245	0.0%	\$6,245	0.0%
64246	Guardian Life Ins Co Of America	\$2,674	0.0%	\$0	0.0%	\$0	0.0%	\$2,674	0.0%
65757	Shelter Life Insurance Company	\$17,963	0.0%	\$200,490	0.0%	\$2,948,428	0.1%	\$3,166,881	0.0%
67369	Cigna Health And Life Insurance Co	\$565,728,201	31.2%	\$0	0.0%	\$98,753,178	2.9%	\$664,481,379	10.4%
68381	Reliance Standard Life Insurance Co	\$0	0.0%	\$0	0.0%	\$220,526	0.0%	\$220,526	0.0%
70106	United States Life Insurance Co NY	\$0	0.0%	\$0	0.0%	\$568,929	0.0%	\$568,929	0.0%
71773	American National Life Insurance	\$170,609	0.0%	\$0	0.0%	\$0	0.0%	\$170,609	0.0%
72052	Aetna Health Insurance Company	\$0	0.0%	\$616	0.0%	\$10,751	0.0%	\$11,367	0.0%
73288	Humana Insurance Company	(\$1,197,932)	-0.1%	\$59,686,162	5.0%	\$36,191,956	1.1%	\$94,680,186	1.5%
78972	Healthy Alliance Life Insurance Co	\$542,716,399	29.9%	\$369,203,852	30.9%	\$1,260,001,952	37.0%	\$2,171,922,203	33.9%
79413	Unitedhealthcare Insurance Company	\$4,706,016	0.3%	\$439,228,911	36.8%	\$653,436,492	19.2%	\$1,097,371,419	17.1%
80799	Celtic Insurance Company	\$557,017,938	30.7%	\$0	0.0%	\$0	0.0%	\$557,017,938	8.7%
81973	Coventry Health And Life Ins Co	\$5,340,028	0.3%	\$69,622,209	5.8%	(\$2,525)	0.0%	\$74,959,712	1.2%
82406	All Savers Insurance Company	\$1,206,220	0.1%	(\$223)	0.0%	\$0	0.0%	\$1,205,997	0.0%
86355	Standard Life And Accident Ins Co	\$7,312	0.0%	\$0	0.0%	\$0	0.0%	\$7,312	0.0%
95109	Aetna Health Inc	\$0	0.0%	\$34,748	0.0%	\$23,625,574	0.7%	\$23,660,322	0.4%
95315	Good Health Hmo Inc	\$13,711	0.0%	\$95,370	0.0%	\$147,044,879	4.3%	\$147,153,960	2.3%
95358	Hmo Missouri Inc	\$409,416	0.0%	\$41,340,885	3.5%	\$71,667,024	2.1%	\$113,417,325	1.8%
95635	Cigna Healthcare Of St Louis Inc	\$0	0.0%	\$0	0.0%	\$5,966,317	0.2%	\$5,966,317	0.1%
95885	Humana Health Plan Inc	\$0	0.0%	\$110,884	0.0%	\$156,724	0.0%	\$267,608	0.0%
96377	Coventry Health Care Of Missouri	\$0	0.0%	\$150	0.0%	\$0	0.0%	\$150	0.0%

Missouri Market Share by Company, 2018									
		Individual		Small Group		Large Group		Total	
Code	Name	Premium Written	Mkt. Share	Premium Written	Mkt. Share	Premium Written	Mkt. Share	Premium Written	Mkt. Share
96385	Unitedhealthcare Of The Midwest Inc	\$17,858	0.0%	\$0	0.0%	\$0	0.0%	\$17,858	0.0%
97179	United Healthcare Life Insurance Co	\$336	0.0%	\$0	0.0%	\$0	0.0%	\$336	0.0%
<b>Total</b>		<b>\$1,815,103,966</b>	<b>100.0%</b>	<b>\$1,194,540,321</b>	<b>100.0%</b>	<b>\$3,404,146,257</b>	<b>100.0%</b>	<b>\$6,413,790,544</b>	<b>100.0%</b>

## Other Health Products

In addition to comprehensive health plans (i.e. ACA compliant plans), there is a sizable market for products that offer ancillary or more limited coverages. These products range from stand-alone dental or vision plans, Medicare supplement and long term care coverage, or policies that cover only specific conditions or causes of injury, such as cancer only policies or accident only policies. All products combined exceeded \$16.6 billion in Missouri premium in 2018.

### Missouri A&H Premium by Line, 2018

Line	Earned Premium
<b>Comprehensive</b>	
Individual	\$1,817,659,729
Small Employer	\$1,194,473,907
Large Employer	\$3,403,897,251
<b>Other Commercial A&amp;H</b>	
<b>Individual</b>	
Stop Loss	\$6,276,011
Medicare Supplement	\$566,715,163
Long Term Care	\$217,655,297
Specified Disease	\$95,749,270
Accident Only	\$63,347,315
Disability Income	\$113,009,194
Dental	\$35,681,578
Limited Benefit	\$55,454,617
Short Term Credit Disability	\$1,393,661
Long Term Credit Disability	\$274,854
<b>Group</b>	
Stop Loss	\$491,448,113
Medicare Supplement	\$225,116,183
Long Term Care	\$37,225,358
Specified Disease	\$35,029,265
Accident Only	\$108,042,632
Disability Income	\$333,810,137
Dental	\$273,366,731
Prepaid Dental Plans	\$186,404,388
Limited Benefit	\$270,045,186
Short Term Credit Disability	\$9,623,753
Long Term Credit Disability	\$2,439
<b>Insurers Participating in Public Programs</b>	
Medicare	\$4,967,684,970
Medicaid	\$2,168,378,633
<b>Total</b>	<b>\$16,677,765,635</b>

## Section VI: Rebates & Profitability

The Affordable Care Act established a minimum medical loss ratio (MLR) requirement for ACA plans. Under the MLR provision, individual and small employer coverage must spend at least 80 percent of premium dollars on claims plus quality of care efforts. For large employers, the MLR is 85 percent. Insurers that fail to achieve MLR requirements must rebate the difference between the requirement and actual loss ratios to consumers. Since 2012, Missouri residents and businesses have received \$240.3 million in the form of rebates on their premium. For the small employer market, Missouri has ranked in the top 4 states in seven of the prior eight years as measured by rebate per insured, and ranked #1 in two of those years.

Additional revenue and expense items are detailed in the following tables.

Medical Loss Ratio Rebate in Missouri By Year in Which Rebates are Calculated						
		State Rank of Rebate per Enrollee (\$ Rebate / # of Insureds Receiving Rebate) (High to Low)				
Year	Total Rebate	Ind.	Small Employer	Large Employer	Total Rebate	Rank by Total Rebate Dollar Amount
2012	\$60,664,564	7	1	19	2	6
2013	\$19,186,415	18	4	7	11	7
2014	\$14,609,316	19	1	33	11	4
2015	\$13,598,380	38	2	27	12	11
2016	\$20,912,407	9	3	21	8	6
2017	\$13,767,411	18	3	31	10	10
2018	\$45,538,433	4	4	33	4	5
2019	\$52,067,788	8	6	28	13	10
<b>Total</b>	<b>\$240,344,714</b>					

Source: US Department of Health & Human Services MLR data; ranks calculated by DCI.

Missouri Rebates in 2019					
Code	Company	Individual	Small Group	Large Group	Total
60054	Aetna Life Insurance Company	\$0	\$357,959	\$0	\$357,959
78972	Healthy Alliance Life Insurance Company	\$25,024,531	\$9,575,144	\$0	\$34,599,675
95358	HMO Missouri, Inc.	\$0	\$3,090,395	\$0	\$3,090,395
68381	Reliance Standard Life Insurance Company	\$0	\$0	\$86,093	\$86,093
79413	UnitedHealthcare Insurance Company	\$0	\$13,933,666	\$0	\$13,933,666

Source: US Department of Health & Human Services MLR data

Supplemental Health Care Exhibit, Part 1 (Major Medical Insurers Only) 2018						
	Major Medical Policies					
Line	Individual	Small Employer	Large Employer	All Other A&H	Income from Self-Insured Plans	Total
Premiums						
Premiums earned	\$1,817,659,729	\$1,194,473,907	\$3,403,897,251	\$7,013,820,546	.	\$13,429,851,428
Federal high risk pool (premium)	\$0	\$0	\$0	\$0	.	\$0
State high risk pools	-\$54,495	-\$11,148	-\$76,669	\$104,920	.	-\$37,391
Premiums plus high risk pools (1.1+1.2+1.3)	\$1,817,605,234	\$1,194,462,759	\$3,403,820,582	\$7,013,925,468	.	\$13,429,814,036
Federal taxes and assessments	\$116,154,698	\$54,266,759	\$99,877,291	\$198,838,931	\$11,281,902	\$480,419,533
State premium and taxes	\$32,771,866	\$4,022,455	\$14,723,470	\$27,461,192	\$563,747	\$79,542,881
Community benefit expenditures	-\$10	\$4,574	\$86,294	\$18,513	\$0	\$109,370
Regulatory authority licenses and fees	\$18,056,915	\$92,088	\$216,032	\$830,479	\$78,165	\$19,273,680
Adjusted premiums earned (1.4 - 1.5 - 1.6 - 1.7)	\$1,650,621,753	\$1,136,081,455	\$3,289,003,789	\$6,786,794,864	.	\$12,850,577,952
Net reinsurance premiums earned	-\$4,706,459	-\$7,066,840	-\$228,510,620	-\$161,332,887	.	-\$669,521,968
Other adjustments due to MLR calculations	\$937,308	\$128,881	\$474,867	\$2,796,854	.	\$4,337,911
Risk revenue	\$0	\$0	\$0	\$3,061,099	.	\$3,061,099
Net adjusted premiums earned after reinsurance (1.8	\$1,646,852,600	\$1,129,143,497	\$3,060,968,034	\$6,631,319,931	.	\$12,188,454,992
Claim Expenses						
Incurred claims excluding drugs	\$843,559,938	\$718,761,183	\$2,457,856,665	\$5,135,699,707	.	\$9,155,877,492
Prescription drugs	\$340,074,004	\$235,362,850	\$595,930,236	\$877,516,142	.	\$2,048,883,232
Pharmaceutical rebates	\$39,811,693	\$50,804,838	\$131,859,296	\$446,805,107	.	\$669,280,933
State stop loss, market stabilization and	\$5	\$99,315	\$265,406	\$355	.	\$365,081
Incurred medical incentive pools and bonuses	\$6,243,707	\$3,396,042	\$8,814,653	\$89,007,434	.	\$107,461,835
Deductible fraud and abuse detection/recovery	\$27,737	\$41,385	\$183,271	\$91,340	\$0	\$343,732
Total incurred claims	\$1,150,065,955	\$906,715,240	\$2,930,742,259	\$5,655,418,177	.	\$10,642,941,626
Net assumed less ceded reinsurance claims incurred	-\$4,055,951	-\$8,730,680	-\$187,247,261	-\$107,693,806	.	-\$307,727,696
Other loss adjustments due to MLR calculations	\$1,413,265	-\$18,344,795	\$937,237	\$7,628,367	.	-\$8,365,925
Rebates paid	\$21,764,490	\$23,627,304	\$156,223	\$106,659	.	\$45,654,676

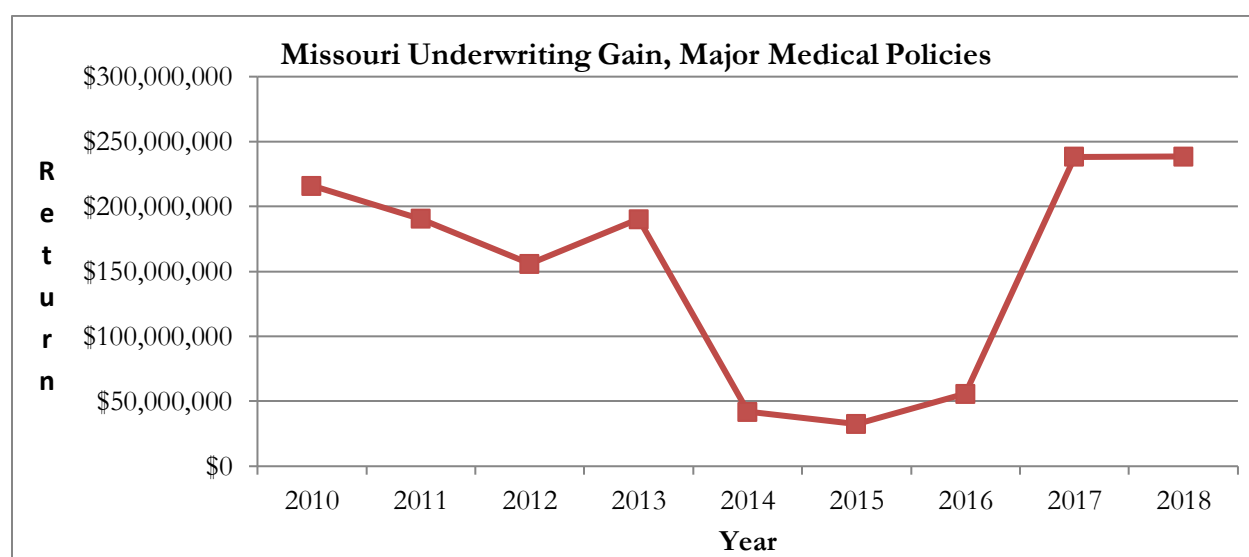
Supplemental Health Care Exhibit, Part 1 (Major Medical Insurers Only) 2018						
Line	Major Medical Policies			All Other A&H	Income from Self- Insured Plans	Total
	Individual	Small Employer	Large Employer			
Estimated rebates unpaid prior year	\$11,890,295	\$17,973,009	\$731,706	\$25,046,125	.	\$55,641,136
Estimated rebates unpaid current year	\$101,569,388	\$27,210,810	\$94,174	\$13,033,245	.	\$141,907,617
Fee for service and co-pay revenue	\$0	\$0	\$0	\$0	.	\$0
Net incurred claims after reinsurance	\$1,258,866,851	\$912,504,869	\$2,743,950,925	\$5,543,446,520	.	\$10,458,769,163
Claims Adjustment and Related Expenses						
Health care quality expenses incurred	\$6,755,364	\$5,386,861	\$13,393,212	\$45,693,357	\$7,626,213	\$78,855,006
Costs to prevent hospital readmissions	\$687,706	\$575,909	\$1,574,361	\$13,167,563	\$2,369,325	\$18,374,864
Improve patients safety and reduce medical errors	\$970,394	\$917,108	\$2,607,000	\$14,040,754	\$3,855,999	\$22,391,255
Wellness activities	\$3,341,308	\$1,391,360	\$2,130,587	\$8,571,457	\$1,953,228	\$17,387,940
Health IT expenses	\$1,851,790	\$1,506,991	\$7,454,632	\$10,493,367	\$5,840,122	\$27,146,903
Total health care quality expenses	\$13,649,024	\$10,444,440	\$29,399,721	\$91,966,498	\$21,644,887	\$167,104,568
Preliminary MLR (4 + 5.0 + 6.6) / 1.8	70.5%	80.7%	90.0%			
Other cost containment expenses	\$13,616,933	\$11,029,663	\$28,858,230	\$65,419,152	\$29,444,129	\$148,368,109
All other claims adjustment expenses	\$17,468,237	\$17,351,723	\$48,701,840	\$80,232,917	\$33,120,869	\$196,875,585
Total claims adjustment expense (8.1 + 8.2)	\$31,085,172	\$28,381,389	\$77,560,069	\$145,652,069	\$62,564,997	\$345,243,694
Claims adjustment expense ratio	1.9%	2.5%	2.4%	2.1%	.	.
General and Administrative Expenses						
Direct sales salaries and benefits	\$10,310,279	\$4,883,687	\$14,544,191	\$26,461,869	\$13,747,304	\$69,947,332
Agents and broker fees & commissions	\$16,711,760	\$42,206,794	\$59,212,086	\$146,985,449	\$9,979,936	\$275,096,022
Other taxes	\$1,353,072	\$994,456	\$2,630,047	\$27,089,501	\$3,858,151	\$35,925,226
Other general and administrative expenses	\$154,492,733	\$58,257,433	\$142,922,165	\$414,582,540	\$171,266,817	\$941,521,689
Community benefit expenditures	\$563,861	\$4,574	\$132,951	\$47,429	\$359,546	\$1,108,360
Total general & administrative expenses	\$182,867,845	\$106,342,368	\$219,308,490	\$615,119,361	\$198,852,207	\$1,322,490,267
Net Gain						
Underwriting gain (1.12 - 5.7 - 6.6 - 8.3 - 10.5)	\$160,383,712	\$71,470,434	-\$9,251,170	\$235,135,490	.	\$162,752,457

Supplemental Health Care Exhibit, Part 1 (Major Medical Insurers Only) 2018					
	Major Medical Policies				
Line	Individual	Small Employer	Large Employer	All Other A&H	Income from Self-Insured Plans Total
Income from fees of uninsured plans	.	.	.	.	\$330,499,954 \$330,499,954
Net investment & other gain	.	.	.	.	. \$196,671,911
Federal income taxes (excluding line 1.5)	.	.	.	.	. \$12,907,960
Net gain or loss (11 + 12 + 13 - 14)	.	.	.	.	. \$677,016,361

Insurers offering major medical coverage experienced a loss from their core insurance operations in five of the last eight years in the individual market.<sup>6</sup> However, the individual market returned strong positive returns in both 2017 and 2018. The small and large employer markets have experienced positive returns throughout the period between 2010 and 2017, though the large employer market experienced a loss in 2018 – the first time over the time period.

Missouri Underwriting Gain on Major Medical Policies*				
Year	Individual	Small Employer	Large Employer	Total
2010	\$30,521,041	\$123,087,071	\$62,393,842	\$216,001,954
2011	-\$6,037,438	\$85,975,741	\$110,632,994	\$190,571,297
2012	-\$9,546,114	\$88,446,474	\$77,005,309	\$155,905,669
2013	\$1,952,451	\$88,267,940	\$99,989,320	\$190,209,711
2014	-\$54,065,942	\$44,575,314	\$51,420,337	\$41,929,709
2015	-\$45,877,688	\$48,891,316	\$29,486,564	\$32,500,193
2016	-\$33,412,393	\$41,183,881	\$48,064,841	\$55,836,329
2017	\$157,047,608	\$67,856,671	\$13,360,146	\$238,264,425
2018	\$160,383,712	\$71,470,434	-\$9,251,170	\$222,602,675

\*Excludes taxes, investment income and other revenue such as income from administering self-insured plans.  
Source: *Insurers' annual financial statements, Supplemental Health Care Exhibit, Part 1, line 11.*



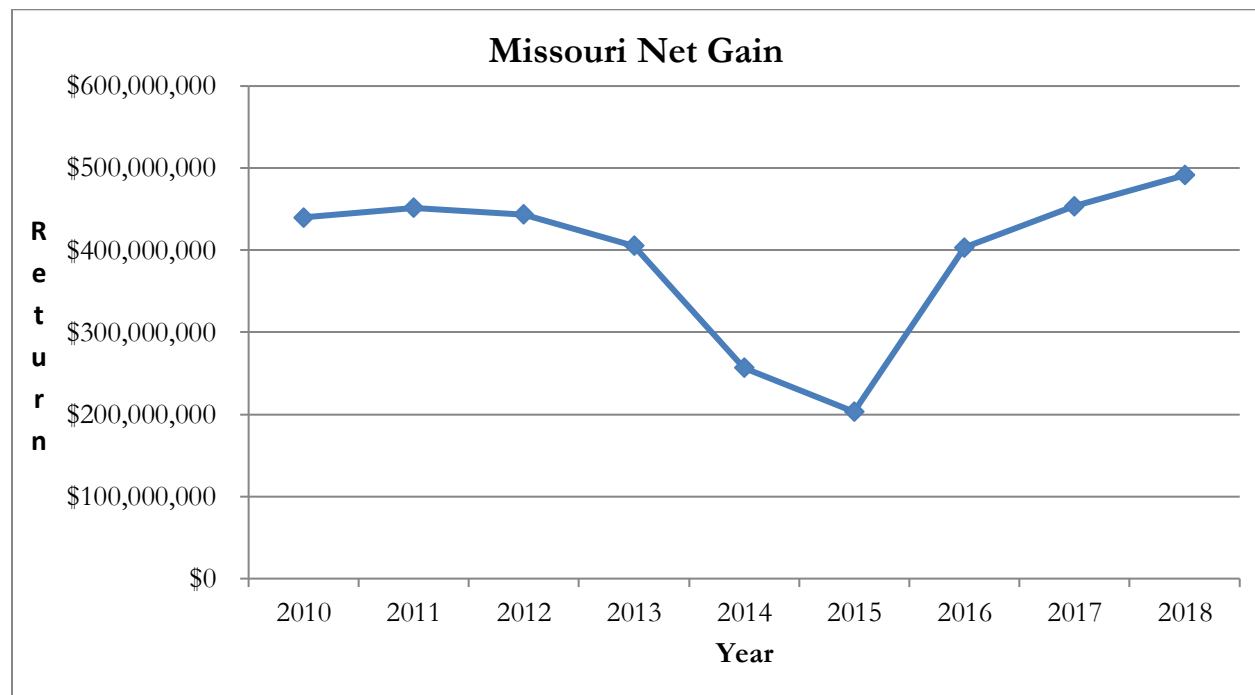
<sup>6</sup> That is, on the underwriting experiences, consisting primarily of premium revenue, claims experience and other expenses related to insurance operations. This amount excludes other revenue such as investment income and income for administrative operations, as well as taxes.



Beyond underwriting-related gains and losses, insurers also receive significant revenue streams in the form of investment income and other operations such as administering self-insured health plans. Combining all sources of revenue and losses, insurers writing major medical coverage in Missouri experienced a net return exceeding \$475 million on Missouri business.

<b>Net Gain in MO Companies with &gt; \$100,000 Major Medical Premium in Missouri</b>	
<b>Year</b>	<b>Net Gain</b>
2010	\$439,963,039
2011	\$451,739,098
2012	\$443,732,912
2013	\$405,359,041
2014	\$256,903,512
2015	\$203,202,421
2016	\$403,478,015
2017	\$453,881,043
2018	\$475,329,535

*Source: Insurers' annual financial statements, Supplemental Health Care Exhibit, Part 1, line 15.*



## Section VII: Complaints

Between 2016 and 2018, the DCI received 2,337 complaints from consumers about their health insurance coverage. The majority of these complaints, or 1,458, pertained to the way that an insurer handled a claim, and were most often related to claim denials or delays in processing a claim. As a result of these complaints, consumers received recoveries (i.e. payment on denied claims, etc.) totaling \$3.5 million.

Health Insurance Complaints				
Complaint Reason	2016	2017	2018	Total
<b>Underwriting</b>				
Premium & Rating	14	20	21	55
Preexisting Condition	1	1	3	5
Waiting Periods	1	2	.	3
Refusal to Insure	4	6	5	15
Cancellation	55	83	67	205
Nonrenewal	4	1	.	5
Delays	12	1	1	14
Rescission	.	.	6	6
Endorsement/Rider	1	.	1	2
Continuation of Benefits	2	2	1	5
<b>Subtotal</b>	<b>94</b>	<b>116</b>	<b>105</b>	<b>315</b>
<b>Marketing</b>				
Misleading Advertising	.	.	2	2
Health Privacy	1	.	.	1
Misrepresentation	3	3	.	6
State Specific	2	.	.	2
Failure to Submit Application	.	.	1	1
Summary of Benefits	.	.	1	1
<b>Subtotal</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>13</b>
<b>Claims</b>				
Prompt Pay	.	3	3	6
Provider Availability	2	2	3	7
Unsatisfactory Settlement/Offer	3	1	.	4
Preexisting Condition	1	.	4	5
Medical Necessity	6	7	10	23
Fraud	1	.	1	2
Post-Claim Underwriting	.	2	.	2
Denial of Claim	166	155	218	539
Usual, Customary, Reasonable Char	1	3	2	6

Health Insurance Complaints				
Complaint Reason	2016	2017	2018	Total
Out-of-Network Benefits	51	50	37	138
Copay Issues	9	6	1	16
Coordination of Benefits	3	4	12	19
No Preauthorization	10	11	10	31
PCP Referrals	10	2	1	13
Delays	107	40	54	201
Assignment of Benefits	2	3	1	6
Cost Containment	3	4	4	11
State Specific	1	1	.	2
Appeals Non-Compliance	3	1	.	4
Claim Recoding/Bundling	5	14	8	27
Recoupment	9	5	3	17
Annual Limit	1	.	.	1
Essential Health Benefit	1	2	.	3
External Review	20	11	26	57
Internal Appeal	13	3	1	17
Lifetime Limit	1	.	.	1
Preventive Care	15	2	14	31
Pharmacy Benefits	48	18	25	91
Maternity and Newborn Care	8	3	2	13
Emergency Services	25	28	20	73
Mental Health Parity	2	.	1	3
Maximum Out of Pocket	7	3	8	18
Ambulatory Patient Services	6	5	2	13
Hospitalization	12	3	.	15
Rehabilitative/Habilitative Care	9	6	1	16
Pediatric Care	7	3	3	13
Laboratory Services	8	4	2	14
<b>Subtotal</b>	<b>576</b>	<b>405</b>	<b>477</b>	<b>1,458</b>
<b>Policy</b>				
Inadequate Provider Network	.	2	4	6
Premium Notice/Billing	38	32	22	92
Surrender Problems	2	.	.	2
Delays/No Response	7	3	2	12
Policy Delivery	.	2	.	2
Premium Refund	32	31	28	91
Payment Not Credited	11	1	2	14
Coverage Question	56	95	71	222
Access to Care	4	4	1	9

Health Insurance Complaints				
Complaint Reason	2016	2017	2018	Total
Abusive Service			1	1
State Specific	1			1
Credentialing Delay	7	2	3	12
Involuntary Termination by Plan	28	2	2	32
Provider Listing Dispute	3	3	6	12
Delayed Appeal Consideration	1	1		2
Delayed Authorization Decision	1	2	2	5
Access to Fee Schedule/Rates	1			1
Inadequate Reimbursement Rates	2		1	3
Premium Subsidy	17	1	2	20
Choice of Primary Care Provider		2		2
Disabled Individuals' Access			1	1
Notice Requirements	6	2	1	9
<b>Subtotal</b>	<b>217</b>	<b>185</b>	<b>149</b>	<b>551</b>
<b>Total</b>	<b>893</b>	<b>709</b>	<b>735</b>	<b>2,337</b>

Resolution of A&H Complaints					
Resolution	Year Received				Recovery
	2016	2017	2018	Total	
Compromised Settlement/Resolution	173	91	111	375	\$1,663,345
Claim Reopened	8	12		20	\$97,875
Claim Settled	30	8	16	54	\$685,840
No Action Requested/Required	8		13	21	\$6,960
Referred to Another Department			1	1	
Referred for Disciplinary Action	4	2	2	8	\$75,944
Contract Provision/Legal Issue	267	239	224	730	\$716,839
Company Position Substantiated	225	193	223	641	\$63,104
No Jurisdiction	10		6	16	\$170
Insufficient Information	4			4	
Company Position Overturned	164	164	139	467	\$3,486,380
<b>Total</b>	<b>893</b>	<b>709</b>	<b>735</b>	<b>2,336</b>	<b>\$6,796,457</b>

## **Section VIII: Company Profiles**

**Companies with at least \$100,000 major medical premium**

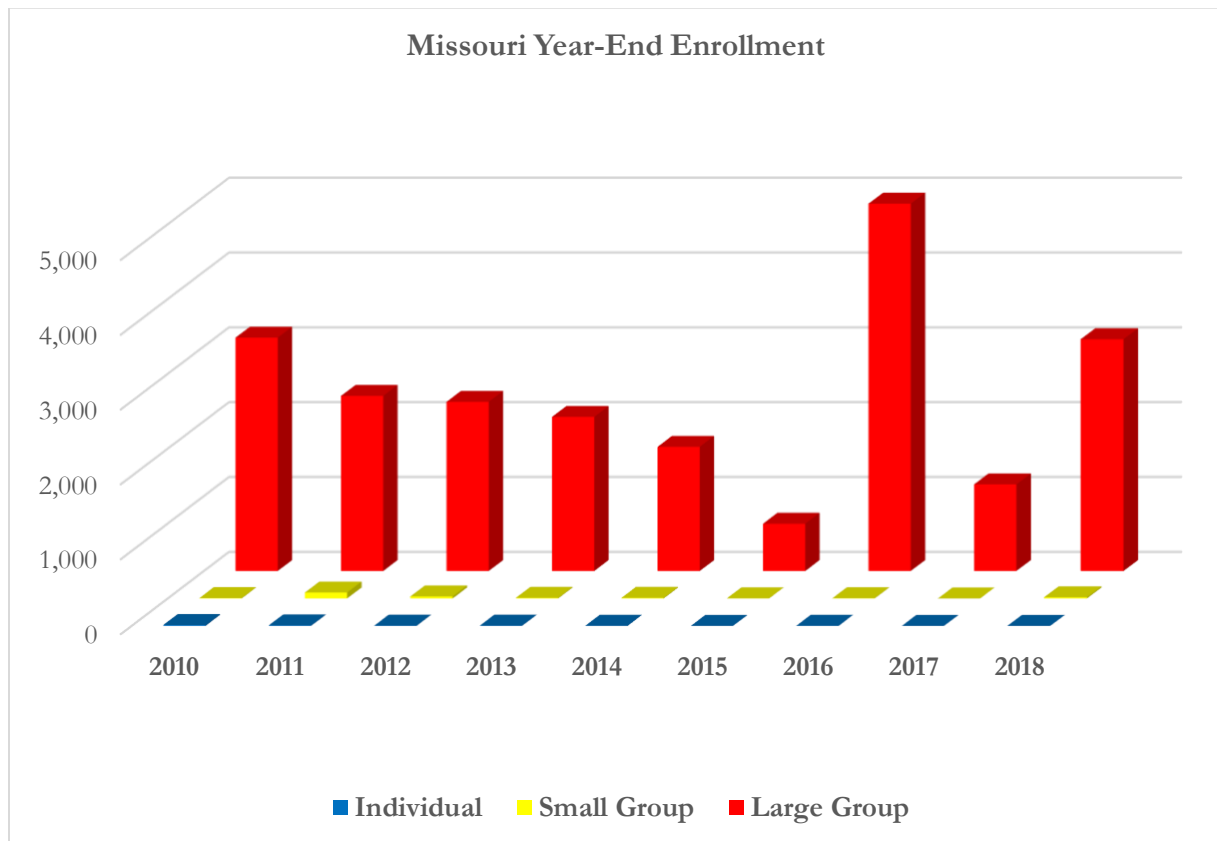
Aetna Health Inc

NAIC Company Code: 95109

Insurer Group: Aetna Group (0001)

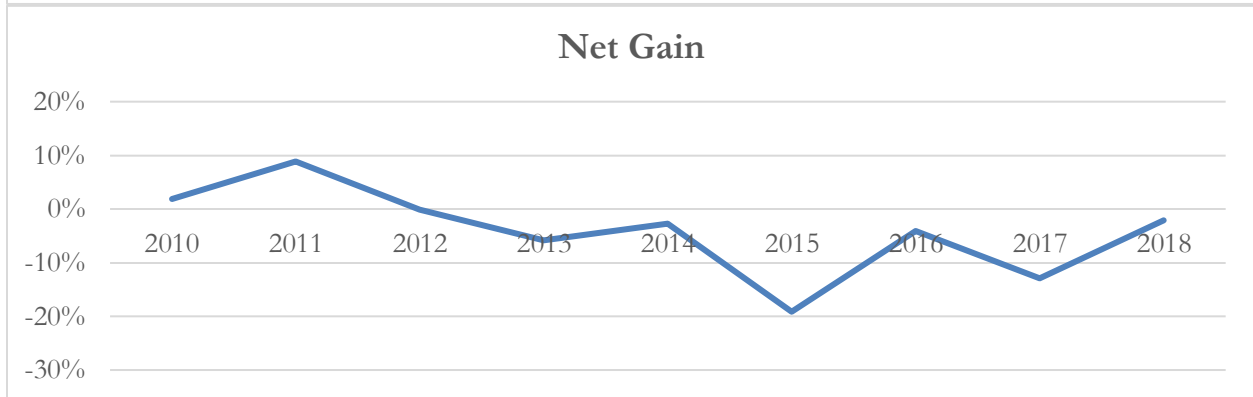
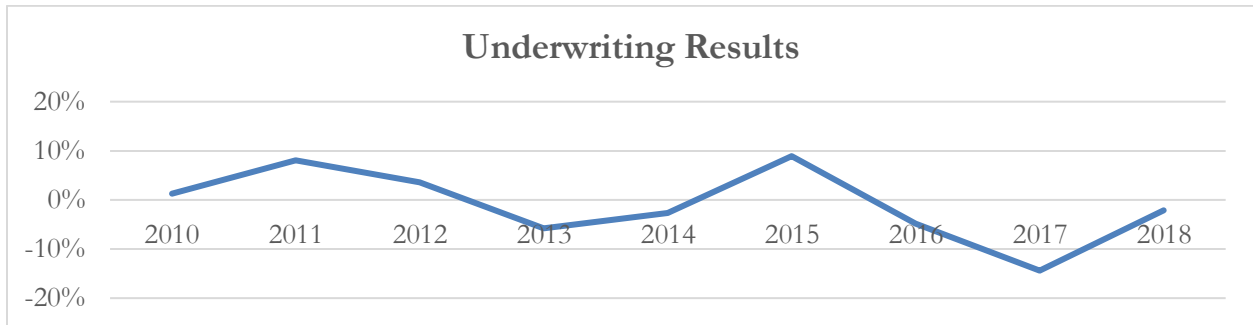
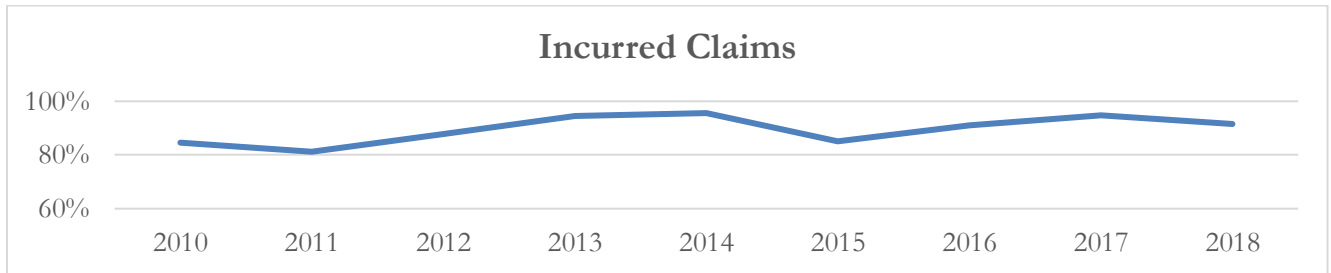
License Type: HMO

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$0	\$0	
Major Medical - Small Employer	\$35,113	\$27,546	78.4%
Major Medical - Large Employer	\$23,273,599	\$21,395,508	91.9%
Medicare Supplement - Group	\$0	\$0	
Medicare	\$77,483	\$36,589	47.2%
Medicaid	\$0	\$0	
Total A&H	\$23,386,195	\$21,459,643	91.8%



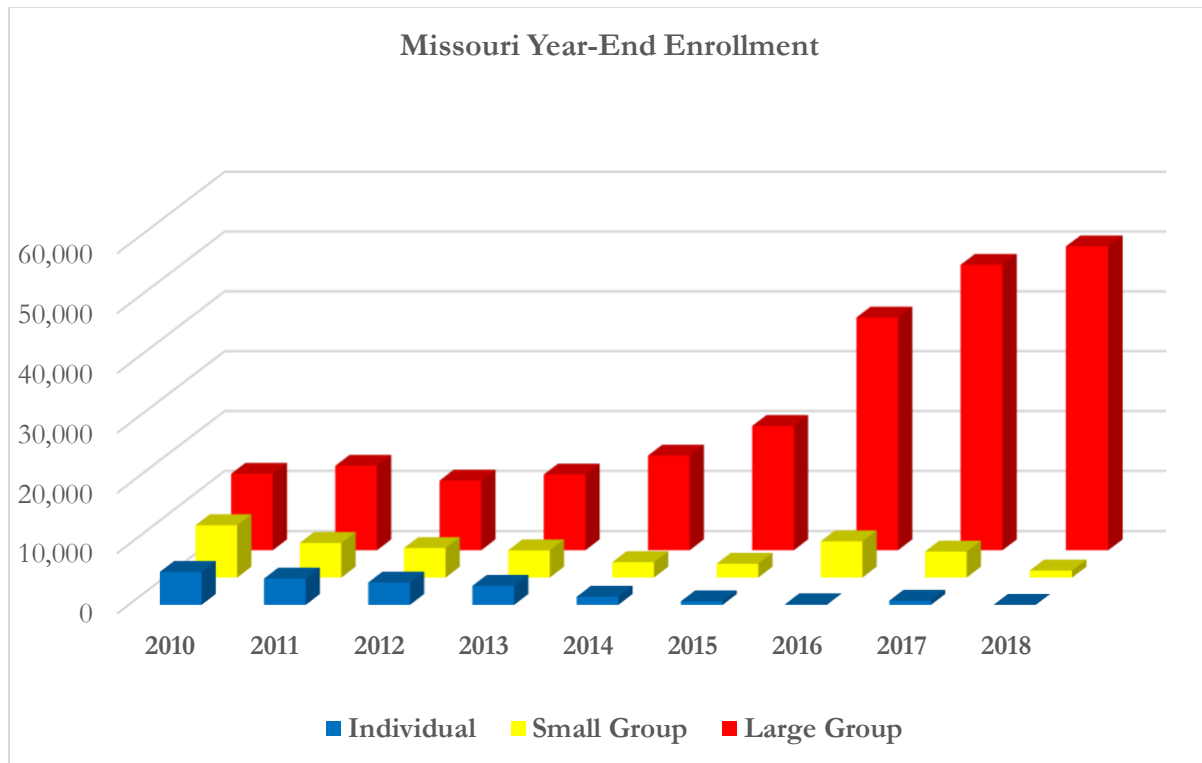
## Aetna Health Inc

Missouri Underwriting and Net Gains on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$14,965,709	\$12,672,956	\$191,551	\$283,752	84.7%	1.3%	1.9%
2011	\$11,723,192	\$9,521,181	\$944,307	\$1,038,173	81.2%	8.1%	8.9%
2012	\$11,077,337	\$9,722,342	\$400,359	-\$15,319	87.8%	3.6%	-0.1%
2013	\$8,020,092	\$7,585,822	-\$466,629	-\$466,236	94.6%	-5.8%	-5.8%
2014	\$7,101,416	\$6,789,128	-\$191,642	-\$191,013	95.6%	-2.7%	-2.7%
2015	\$3,849,906	\$3,277,851	\$342,999	-\$737,028	85.1%	8.9%	-19.1%
2016	\$16,928,505	\$15,410,071	-\$824,701	-\$689,170	91.0%	-4.9%	-4.1%
2017	\$21,894,843	\$20,757,953	-\$3,153,041	-\$2,842,036	94.8%	-14.4%	-13.0%
2018	\$21,862,076	\$19,990,707	-\$476,833	-\$474,246	91.4%	-2.2%	-2.2%



**Aetna Life Insurance Company**  
**NAIC Company Code: 60054**  
**Insurer Group: Aetna Group (0001)**  
**License Type: Life & Health**

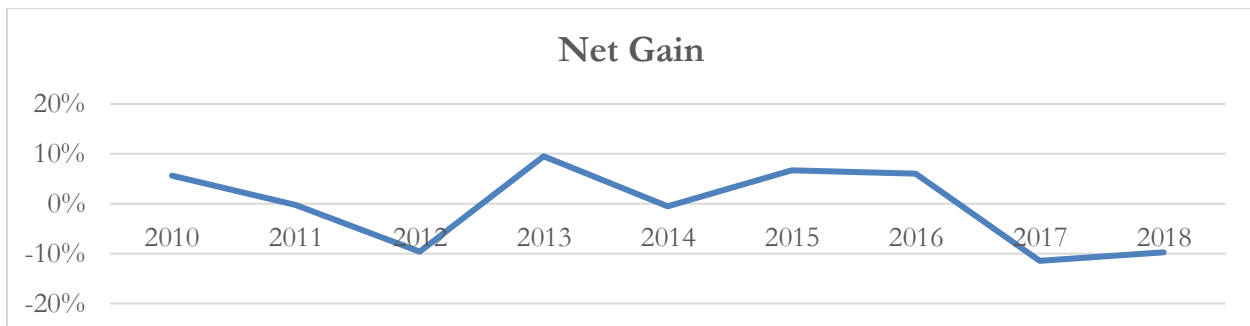
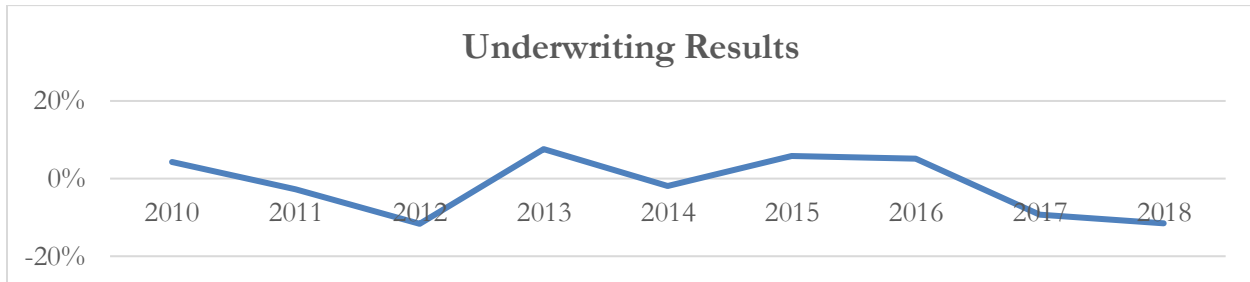
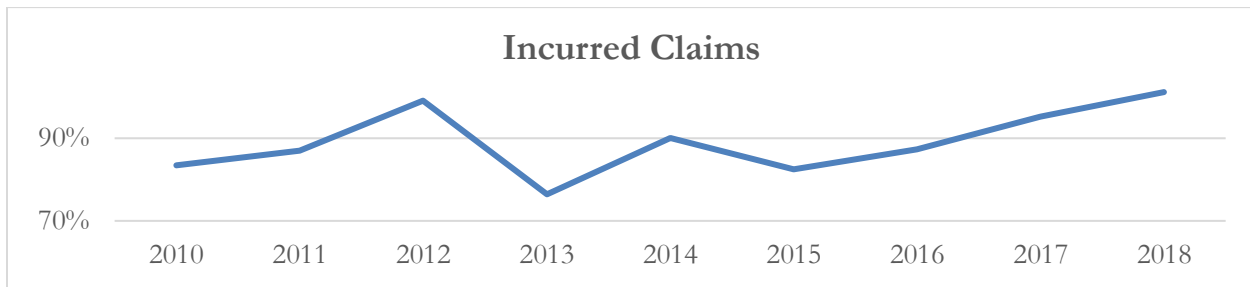
Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	-\$32,304	-\$753,208	2331.6%
Major Medical - Small Employer	\$13,624,226	\$10,423,043	76.5%
Major Medical - Large Employer	\$256,709,220	\$235,263,749	91.6%
Medicare Supplement - Individual	-\$31,210	-\$245,142	785.5%
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$54,969	\$778,370	1416.0%
Medicare	\$114,957,011	\$97,494,294	84.8%
Dental	\$18,230,192	\$18,958,993	104.0%
All Other A&H	\$50,378,873	\$49,786,357	98.8%
<b>Total A&amp;H</b>	<b>\$453,890,977</b>	<b>\$411,706,456</b>	<b>90.7%</b>





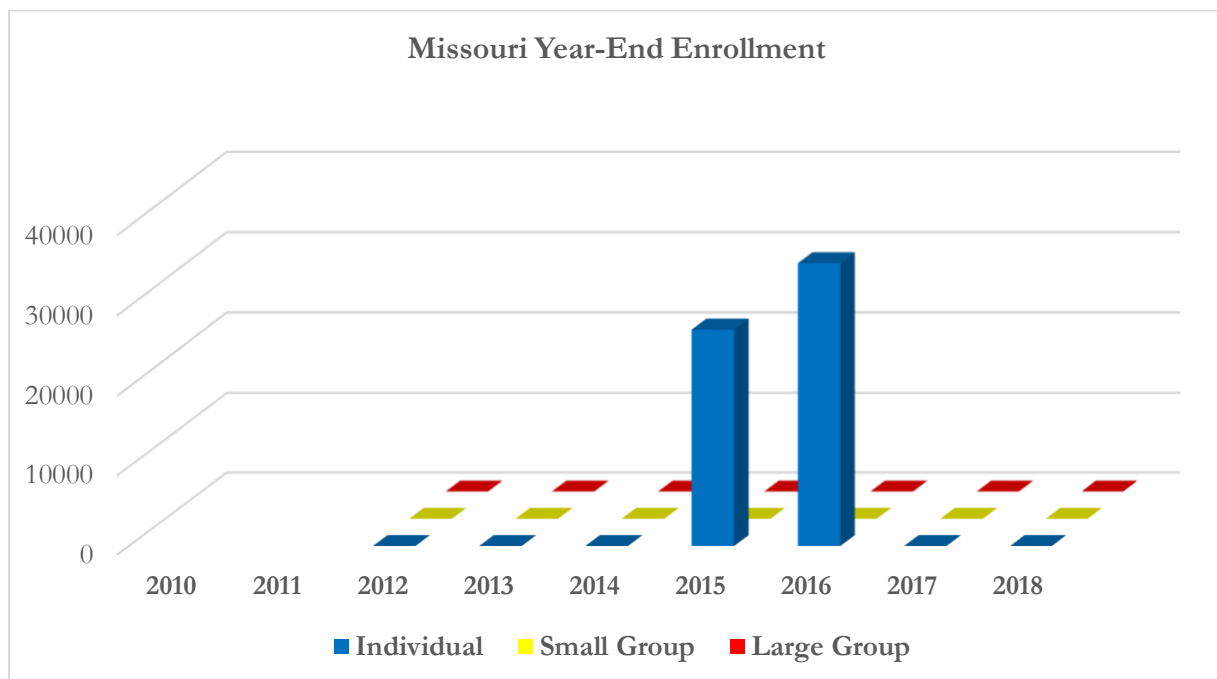
## Aetna Life Insurance Company

Missouri Underwriting and Net Gains on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$154,901,559	\$129,336,068	\$6,605,670	\$8,749,246	83.5%	4.3%	5.6%
2011	\$96,667,088	\$84,075,740	-\$2,658,103	-\$236,994	87.0%	-2.7%	-0.2%
2012	\$87,575,928	\$86,723,432	-\$10,203,562	-\$8,412,174	99.0%	-11.7%	-9.6%
2013	\$74,576,320	\$56,996,420	\$5,665,798	\$7,093,499	76.4%	7.6%	9.5%
2014	\$99,089,908	\$89,293,074	-\$1,889,796	-\$459,369	90.1%	-1.9%	-0.5%
2015	\$77,521,678	\$63,914,172	\$4,519,362	\$5,211,224	82.4%	5.8%	6.7%
2016	\$102,619,657	\$89,635,952	\$5,259,255	\$6,214,130	87.3%	5.1%	6.1%
2017	\$163,963,542	\$156,126,381	-\$15,370,635	-\$18,772,304	95.2%	-9.4%	-11.4%
2018	\$165,814,404	\$167,754,221	-\$19,208,577	-\$16,122,607	101.2%	-11.6%	-9.7%



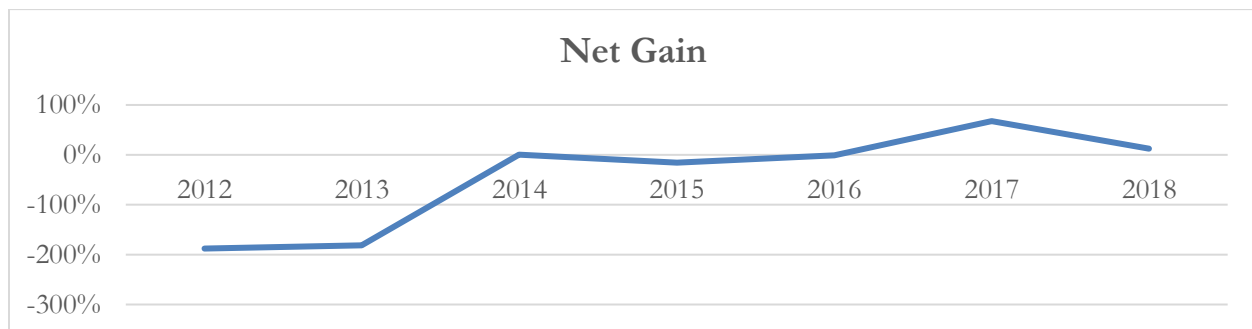
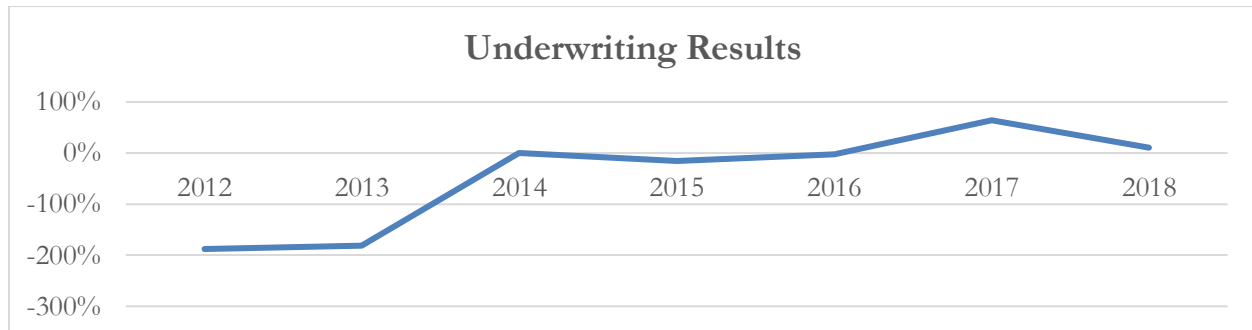
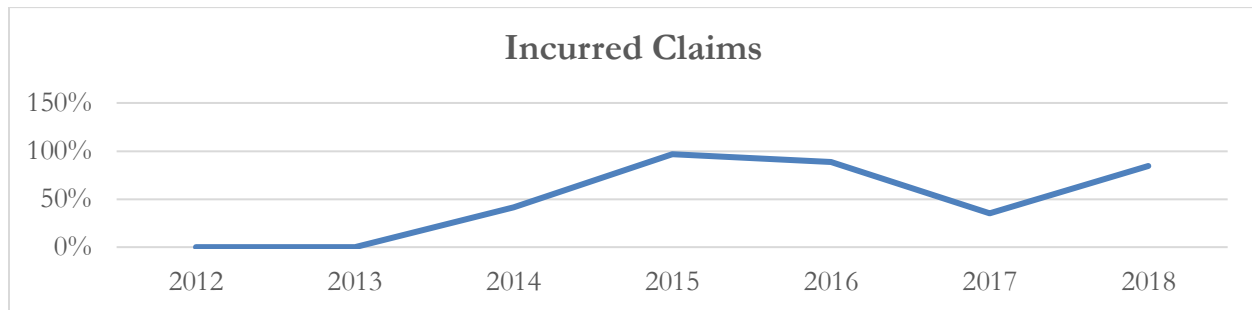
**All Savers Insurance Company**  
**NAIC Company Code: 82406**  
**Insurer Group: UnitedHealth Group (0707)**  
**License Type: Life & Health**

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$1,110,239	\$8,053	0.7%
Major Medical - Small Employer	-\$223	\$0	0.0%
Major Medical - Large Employer	\$0	\$0	
Medicare Supplement - Individual	\$0	\$0	
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$0	\$0	
Medicare	\$0	\$0	
Dental	\$0	\$0	
All Other A&H	\$27,314,981	\$23,124,005	84.7%
<b>Total A&amp;H</b>	<b>\$28,424,997</b>	<b>\$23,132,058</b>	<b>81.4%</b>



## All Savers Insurance Company

Missouri Underwriting and Net Gains on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010							
2011							
2012	\$330	\$0	-\$620	-\$620	0.0%	-187.9%	-187.9%
2013	\$671	\$0	-\$1,219	-\$1,219	0.0%	-181.7%	-181.7%
2014	\$330,533	\$136,090	-\$144	\$253	41.2%	0.0%	0.1%
2015	\$103,290,948	\$99,863,736	-\$16,556,993	-\$16,510,219	96.7%	-16.0%	-16.0%
2016	\$190,387,258	\$169,080,440	-\$3,827,758	-\$2,852,363	88.8%	-2.0%	-1.5%
2017	\$22,945,246	\$8,051,095	\$14,713,591	\$15,516,658	35.1%	64.1%	67.6%
2018	\$27,292,231	\$23,132,058	\$2,716,002	\$3,422,435	84.8%	10.0%	12.5%



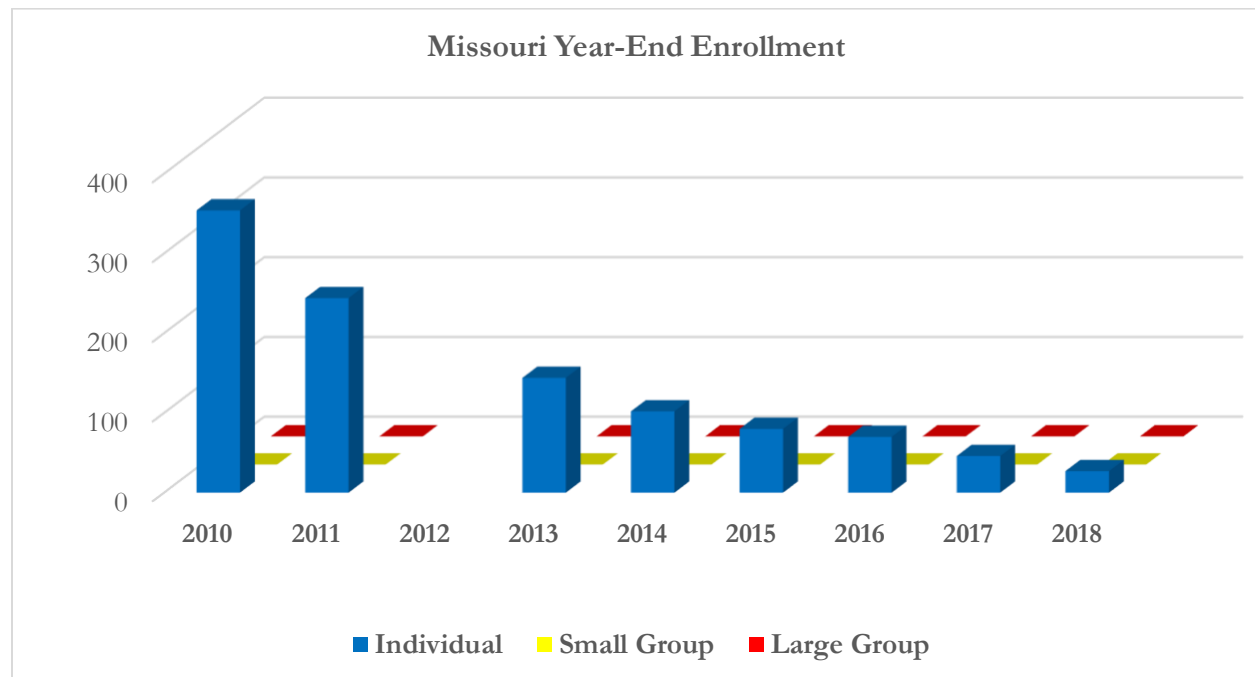
**American National Life Insurance Company of Texas**

**NAIC Company Code: 71773**

**American National Financial Group (0408)**

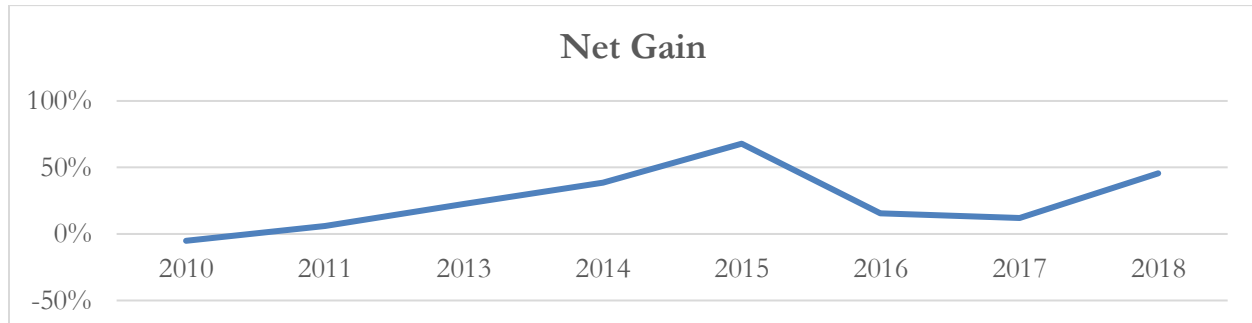
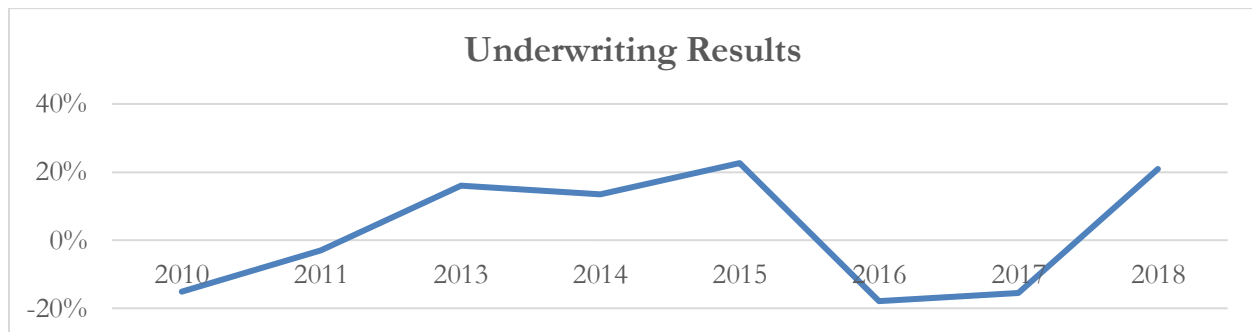
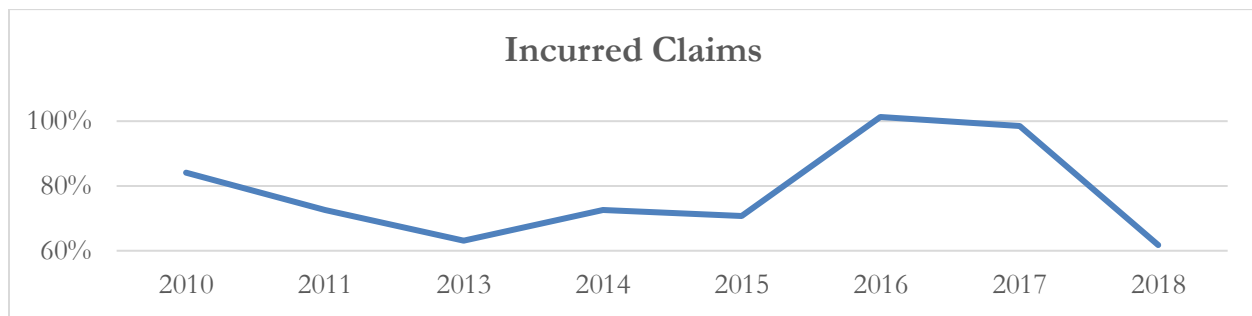
**License Type: Life & Health**

<b>Missouri Premium &amp; Losses</b>			
<b>Line of Business</b>	<b>Earned Premium</b>	<b>Incurred Losses</b>	<b>Loss Ratio</b>
Major Medical - Individual	\$184,471	\$57,976	31.4%
Major Medical - Small Employer	\$0	\$0	
Major Medical - Large Employer	\$0	\$0	
Medicare Supplement - Individual	\$154,147	\$138,855	90.1%
Medicare Supplement - Group	\$702,208	\$559,925	79.7%
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$0	\$0	
Medicare	\$0	\$0	
Dental	\$1,741	\$620	35.6%
All Other A&H	\$510	\$218	42.7%
<b>Total A&amp;H</b>	<b>\$1,043,077</b>	<b>\$757,594</b>	<b>72.6%</b>



## American National Life Insurance Company of Texas

Missouri Underwriting and Net Gains on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$9,640,258	\$8,111,768	-\$1,455,879	-\$494,402	84.1%	-15.1%	-5.1%
2011	\$4,556,743	\$3,304,343	-\$134,983	\$272,318	72.5%	-3.0%	6.0%
2012	\$2,578,690	\$1,629,621	\$412,986	\$587,025	63.2%	16.0%	22.8%
2013	\$2,161,693	\$1,566,720	\$290,633	\$828,696	72.5%	13.4%	38.3%
2014	\$1,639,693	\$1,158,259	\$371,184	\$1,112,993	70.6%	22.6%	67.9%
2015	\$1,491,553	\$1,510,800	-\$266,885	\$228,265	101.3%	-17.9%	15.3%
2016	\$1,421,022	\$1,400,957	-\$220,657	\$169,271	98.6%	-15.5%	11.9%
2017	\$9,640,258	\$8,111,768	-\$1,455,879	-\$494,402	84.1%	-15.1%	-5.1%
2018	\$1,247,820	\$770,555	\$260,275	\$569,336	61.8%	20.9%	2018



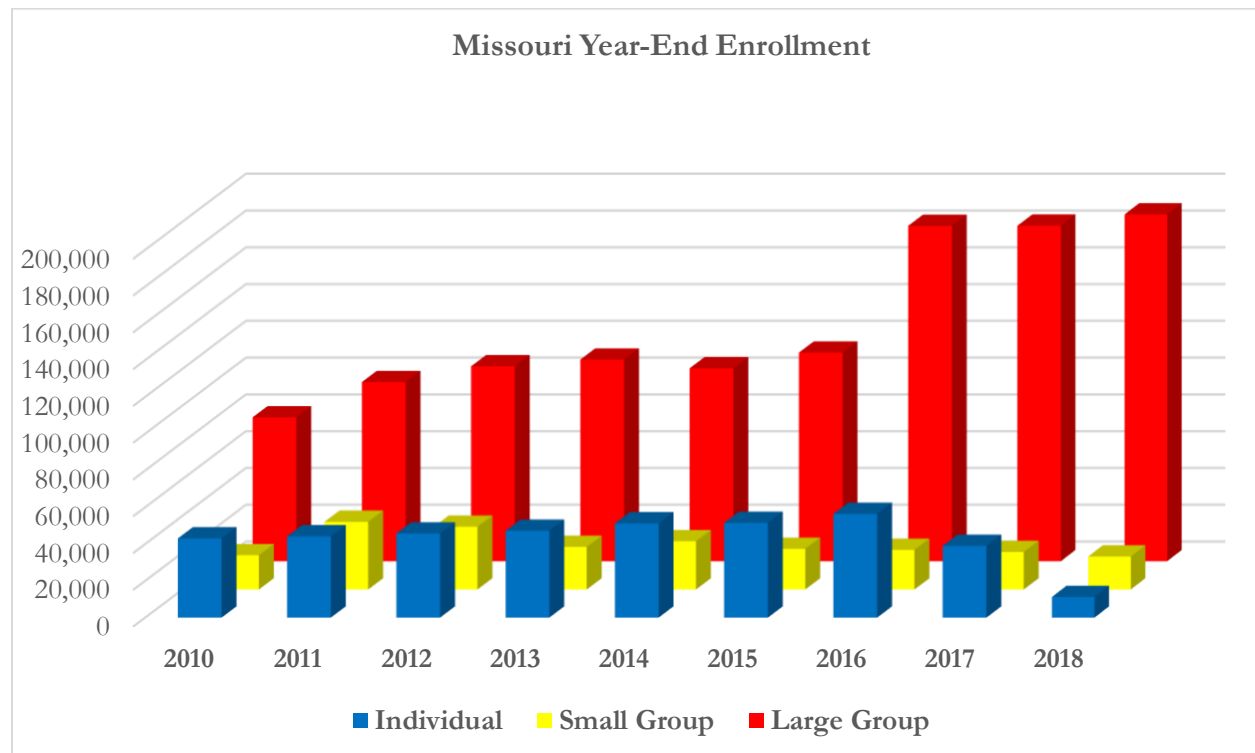
**Blue Cross & Blue Shield of Kansas City**

**NAIC Company Code: 47171**

**Insurer Group: Blue Cross Blue Shield of KC Group (0537)**

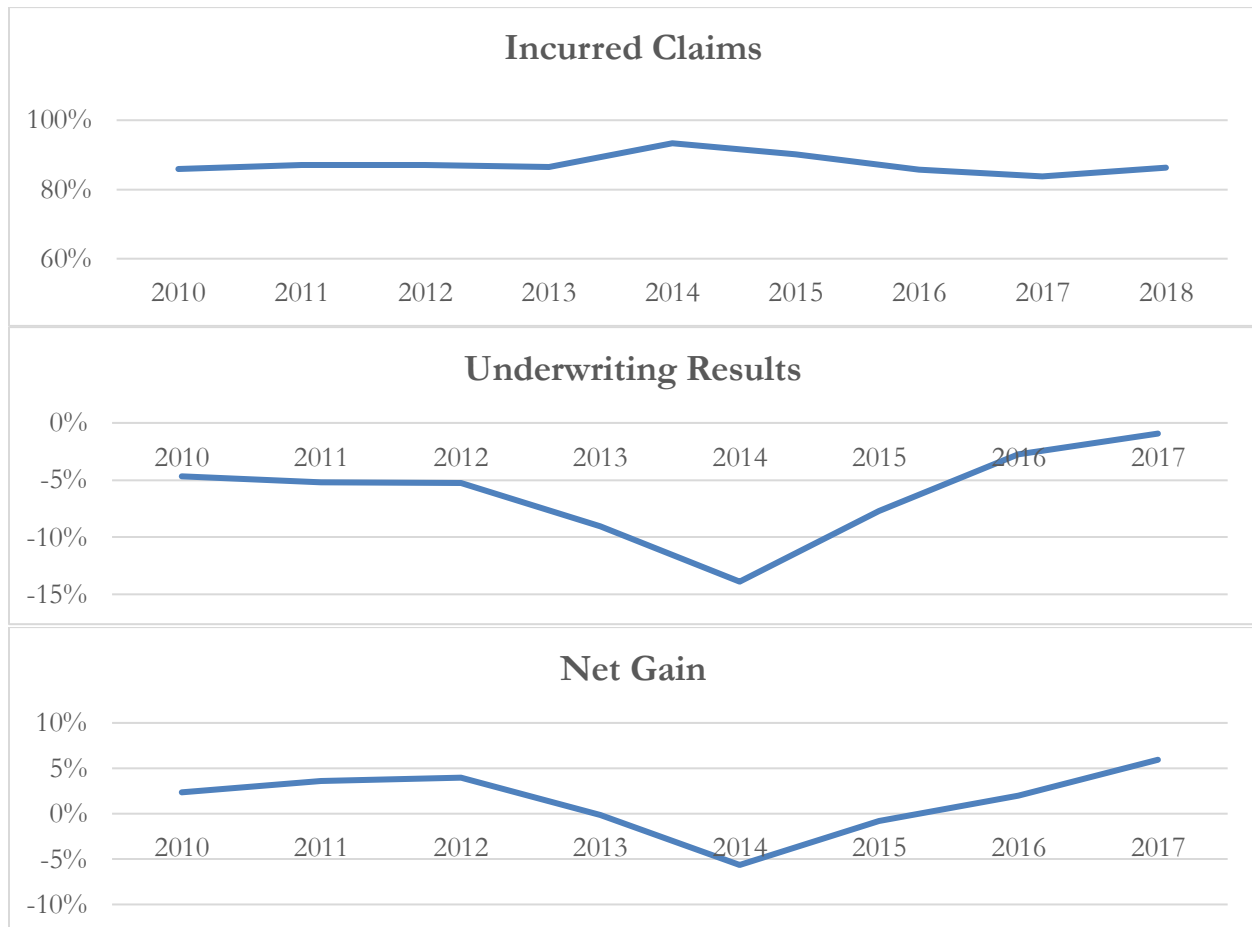
**License Type: Dual license - Health Services Corporation and HMO**

<b>Missouri Premium &amp; Losses</b>			
<b>Line of Business</b>	<b>Earned Premium</b>	<b>Incurred Losses</b>	<b>Loss Ratio</b>
Major Medical - Individual	\$50,704,508	\$26,831,193	52.9%
Major Medical - Small Employer	\$176,729,405	\$151,804,819	85.9%
Major Medical - Large Employer	\$750,195,396	\$640,669,522	85.4%
Medicare Supplement - Individual	\$40,252,224	\$29,220,999	72.6%
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$549,110	\$362,929	66.1%
Long Term Care - Group	\$0	\$0	
Medicare	\$0	\$0	
Dental	\$14,760,892	\$11,305,497	76.6%
All Other A&H	\$25,546	\$19,410	76.0%
<b>Total A&amp;H</b>	<b>\$1,033,217,081</b>	<b>\$860,214,369</b>	<b>83.3%</b>



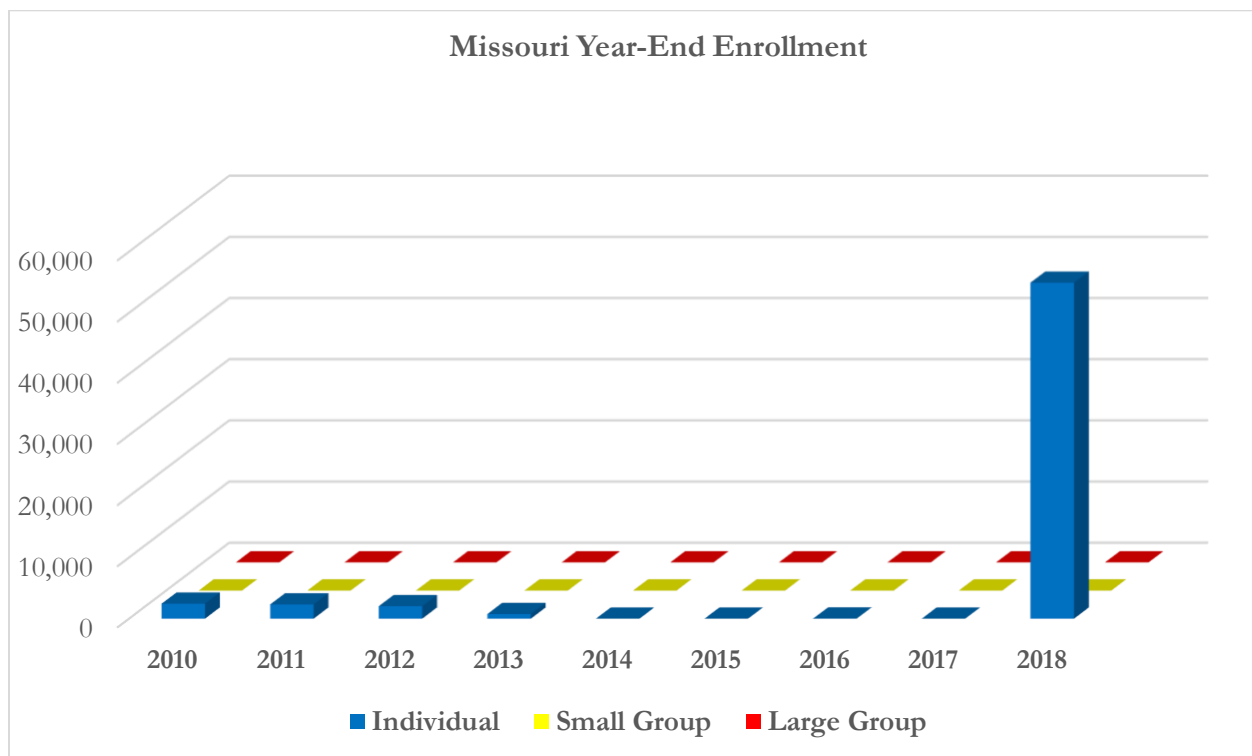
## Blue Cross & Blue Shield of Kansas City

Missouri Underwriting and Net Gains on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$748,856,644	\$644,022,712	-\$34,951,301	\$17,456,447	86.0%	-4.7%	2.3%
2011	\$750,346,504	\$653,255,980	-\$38,824,891	\$26,781,334	87.1%	-5.2%	3.6%
2012	\$809,539,625	\$704,564,527	-\$42,518,364	\$32,288,978	87.0%	-5.3%	4.0%
2013	\$815,084,779	\$705,549,320	-\$73,857,354	-\$1,338,417	86.6%	-9.1%	-0.2%
2014	\$876,172,818	\$817,892,947	-\$121,695,388	-\$49,495,267	93.3%	-13.9%	-5.6%
2015	\$960,582,919	\$865,851,191	-\$74,283,585	-\$7,500,231	90.1%	-7.7%	-0.8%
2016	\$1,054,620,909	\$903,513,948	-\$29,004,339	\$20,949,132	85.7%	-2.8%	2.0%
2017	\$1,110,211,074	\$930,090,357	-\$10,352,571	\$65,968,871	83.8%	-0.9%	5.9%
2018	\$997,231,711	\$861,558,150	-\$50,182,967	\$43,359,787	86.4%	-5.0%	4.3%



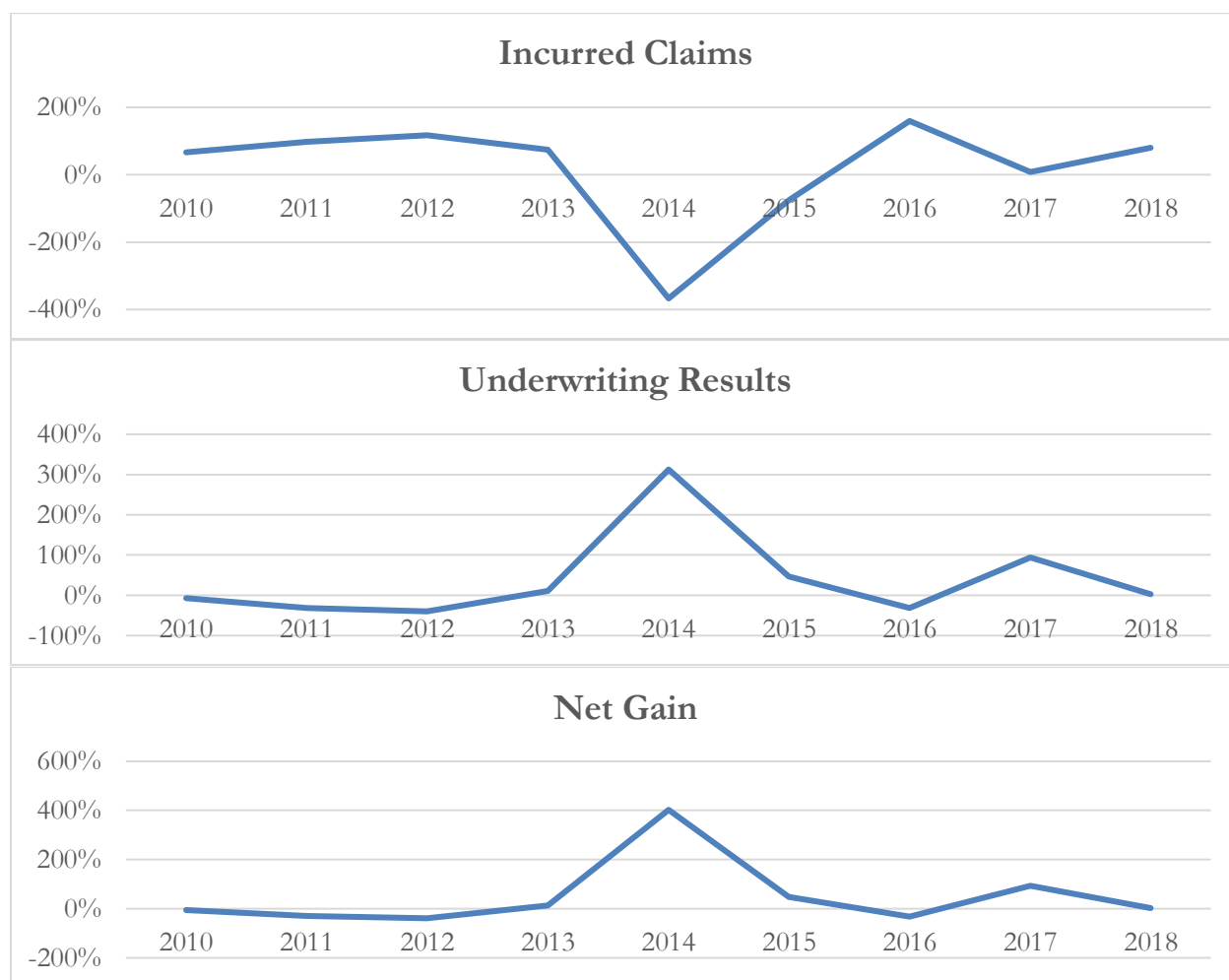
**Celtic Insurance Company**  
**NAIC Company Code: 80799**  
**Insurer Group: Centene Corp Group (1295)**  
**License Type: Life & Health**

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$556,176,612	\$336,038,670	60.4%
Major Medical - Small Employer	\$0	\$0	
Major Medical - Large Employer	\$0	\$0	
Medicare Supplement - Individual	\$51,284	\$0	0.0%
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$0	\$0	
Medicare	\$0	\$0	
Dental	\$0	\$0	
All Other A&H	\$0	\$0	
<b>Total A&amp;H</b>	<b>\$556,227,896</b>	<b>\$336,038,670</b>	<b>60.4%</b>



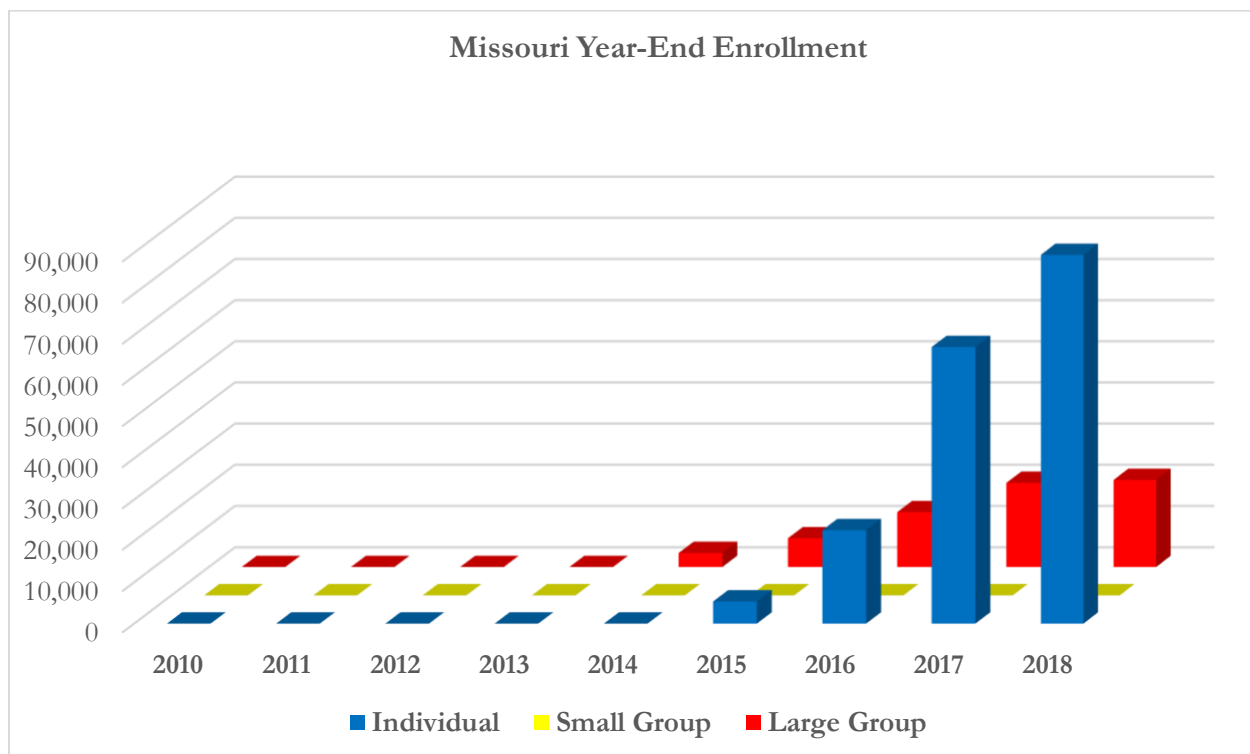


Missouri Underwriting and Net Gains on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$2,325,506	\$1,563,581	-\$183,896	-\$157,070	67.2%	-7.9%	-6.8%
2011	\$5,107,671	\$4,998,981	-\$1,575,619	-\$1,504,031	97.9%	-30.8%	-29.4%
2012	\$6,464,553	\$7,574,016	-\$2,582,942	-\$2,516,611	117.2%	-40.0%	-38.9%
2013	\$4,430,805	\$3,258,152	\$497,292	\$551,980	73.5%	11.2%	12.5%
2014	\$6,040	-\$22,179	\$18,875	\$24,307	-367.2%	312.5%	402.4%
2015	\$5,510	-\$4,150	\$2,609	\$2,609	-75.3%	47.4%	47.4%
2016	\$67,494	\$107,628	-\$20,905	-\$20,905	159.5%	-31.0%	-31.0%
2017	-\$542,060	-\$45,614	-\$510,970	-\$510,970	8.4%	94.3%	94.3%
2018	\$518,211,932	\$411,136,240	\$18,011,415	\$18,011,415	79.3%	3.5%	3.5%



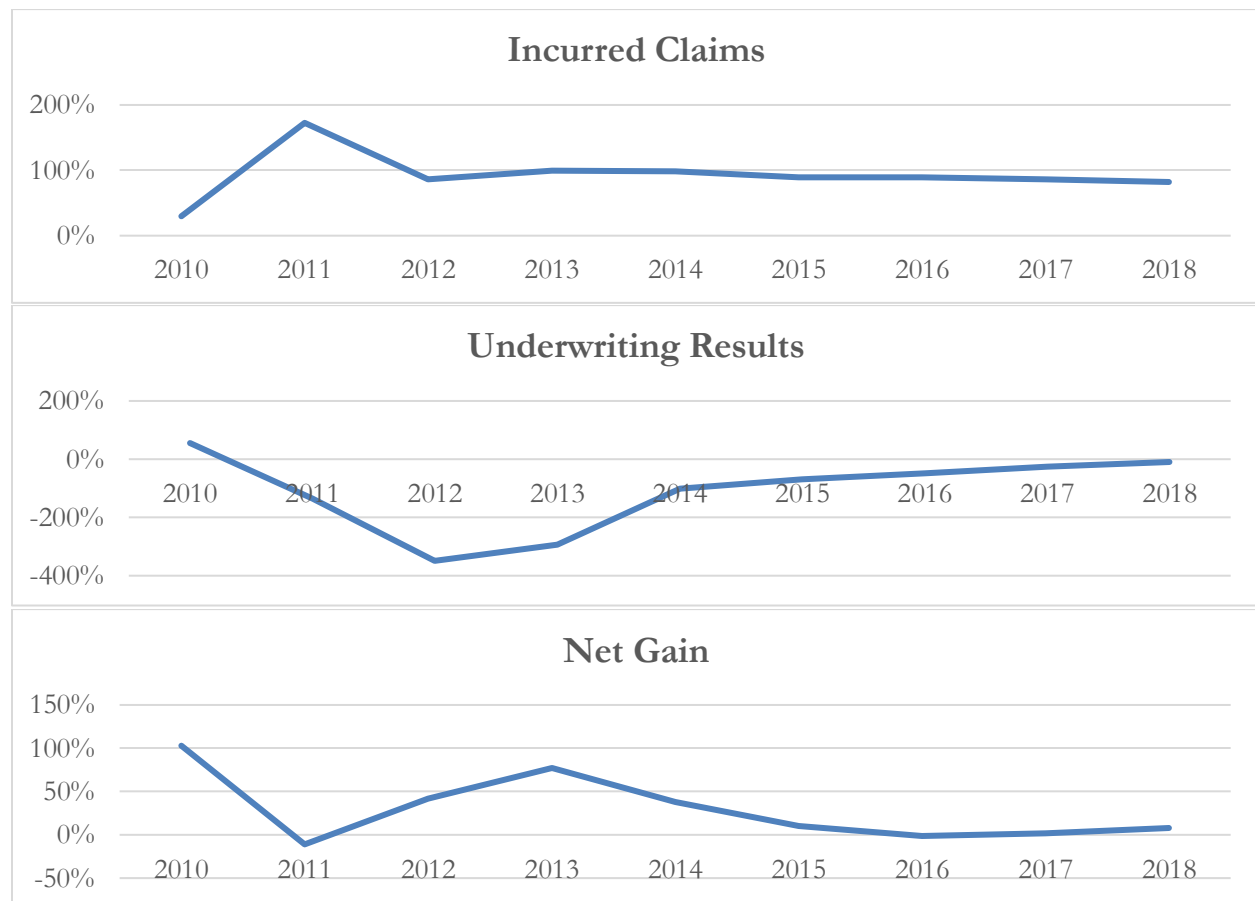
**Cigna Health & Life Insurance Company**  
**NAIC Company Code: 67369**  
**Insurer Group: Cigna Health Group**  
**License Type: Life & Health**

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$568,912,492	\$397,728,057	69.9%
Major Medical - Small Employer	\$0	\$0	
Major Medical - Large Employer	\$99,356,877	\$91,413,020	92.0%
Medicare Supplement - Individual	\$16,060,309	\$14,727,441	91.7%
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$0	\$0	
Medicare	\$7,641,687	\$4,518,113	59.1%
Dental	\$35,383,469	\$27,376,121	77.4%
All Other A&H	\$61,597,153	\$56,055,070	91.0%
<b>Total A&amp;H</b>	<b>\$788,951,987</b>	<b>\$591,817,822</b>	<b>75.0%</b>



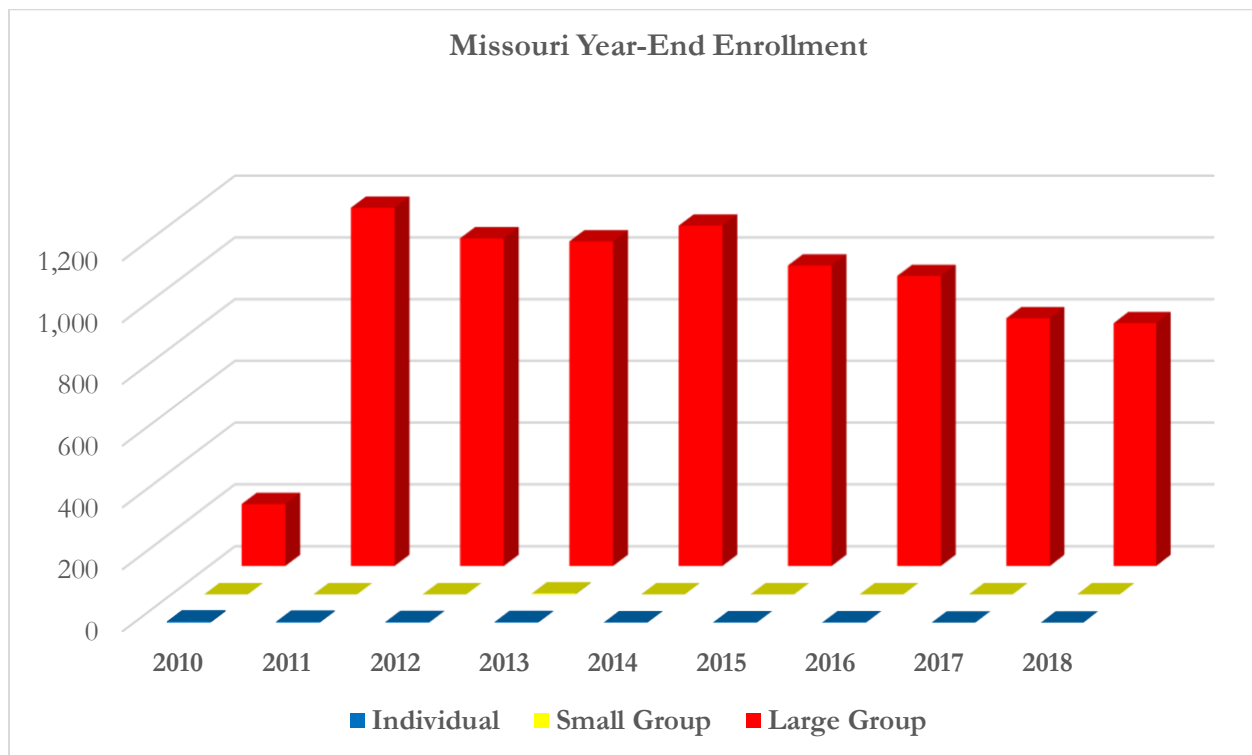
## Cigna Health & Life Insurance Company

Missouri Underwriting and Net Gains on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$72,368	\$21,488	\$40,118	\$74,498	29.7%	55.4%	102.9%
2011	\$3,760,808	\$6,492,735	-\$5,107,818	-\$414,856	172.6%	-135.8%	-11.0%
2012	\$10,625,951	\$9,150,317	-\$37,087,328	\$4,450,323	86.1%	-349.0%	41.9%
2013	\$18,938,706	\$18,883,962	-\$55,530,132	\$14,567,628	99.7%	-293.2%	76.9%
2014	\$56,496,253	\$55,386,838	-\$56,525,002	\$21,498,143	98.0%	-100.1%	38.1%
2015	\$107,420,645	\$95,751,325	-\$73,322,847	\$10,685,659	89.1%	-68.3%	9.9%
2016	\$196,875,368	\$176,252,981	-\$93,559,850	-\$3,298,153	89.5%	-47.5%	-1.7%
2017	\$450,446,561	\$390,456,925	-\$112,438,424	\$8,094,049	86.7%	-25.0%	1.8%
2018	\$734,194,917	\$601,960,968	-\$76,012,902	\$56,267,230	82.0%	-10.4%	7.7%



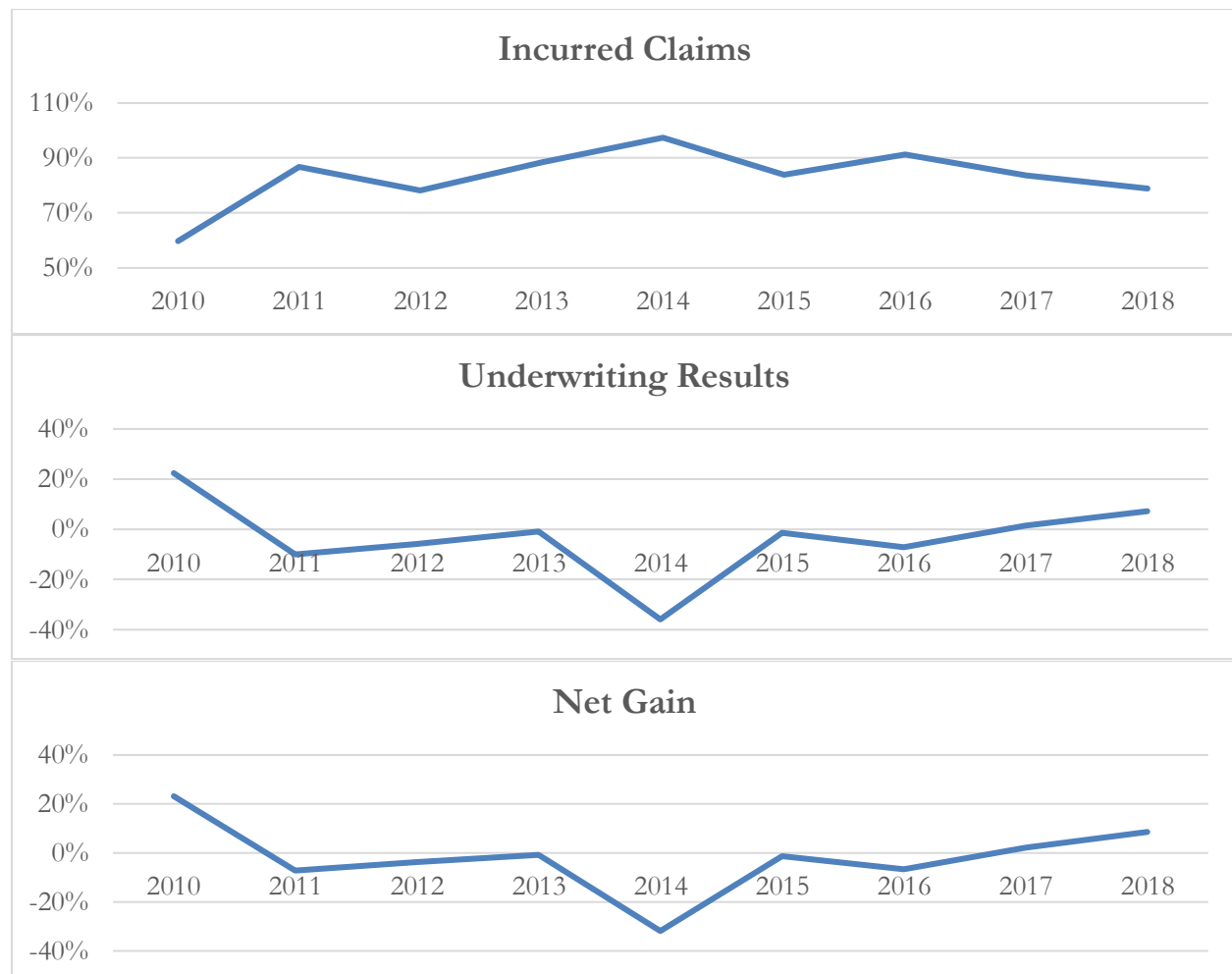
**Cigna Healthcare of St Louis Inc**  
**NAIC Company Code: 95635**  
**Insurer Group: Cigna Health Group (0901)**  
**License Type: HMO**

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$0	-\$297	
Major Medical - Small Employer	\$0	\$0	
Major Medical - Large Employer	\$5,966,168	\$4,620,364	77.4%
Medicare Supplement - Group	\$0	\$0	
Medicare	\$9,902,208	\$7,371,209	74.4%
Medicaid	\$0	\$0	
<b>Total A&amp;H</b>	<b>\$15,868,376</b>	<b>\$11,991,276</b>	<b>75.6%</b>



## Cigna Healthcare of St Louis Inc

Missouri Underwriting and Net Gain on A&H Business							
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	% of Net Premium		
					Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$885,302	\$529,017	\$198,612	\$205,041	59.8%	22.4%	23.2%
2011	\$5,129,523	\$4,444,814	-\$509,558	-\$371,525	86.7%	-9.9%	-7.2%
2012	\$5,059,051	\$3,955,754	-\$289,548	-\$184,789	78.2%	-5.7%	-3.7%
2013	\$5,714,704	\$5,055,939	-\$45,923	-\$45,923	88.5%	-0.8%	-0.8%
2014	\$5,375,429	\$5,236,135	-\$1,930,823	-\$1,713,535	97.4%	-35.9%	-31.9%
2015	\$5,899,092	\$4,950,293	-\$85,364	-\$85,175	83.9%	-1.4%	-1.4%
2016	\$22,094,971	\$20,150,575	-\$1,547,252	-\$1,443,964	91.2%	-7.0%	-6.5%
2017	\$17,779,394	\$14,865,158	\$280,741	\$373,279	83.6%	1.6%	2.1%
2018	\$18,852,490	\$14,869,845	\$1,370,720	\$1,594,577	78.9%	7.3%	8.5%



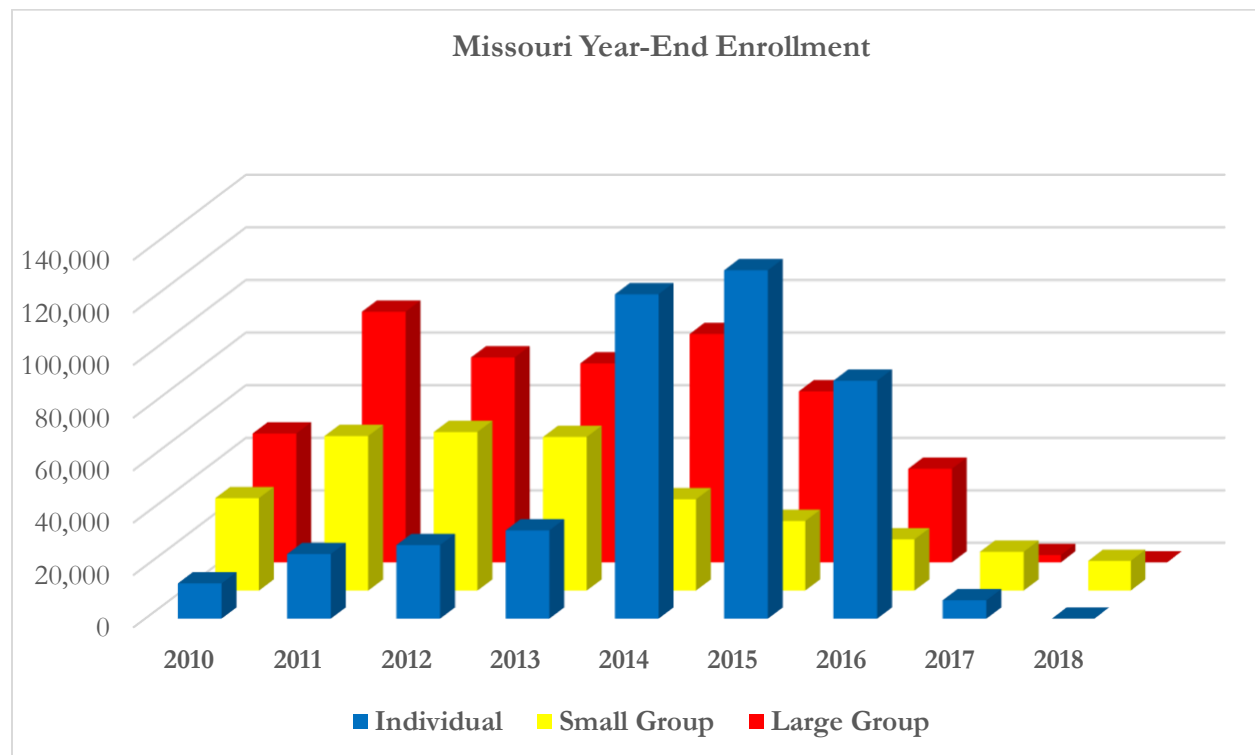
# Coventry Health & Life Insurance Company

NAIC Company Code: 81973

Insurer Group: Aetna Group (0001)

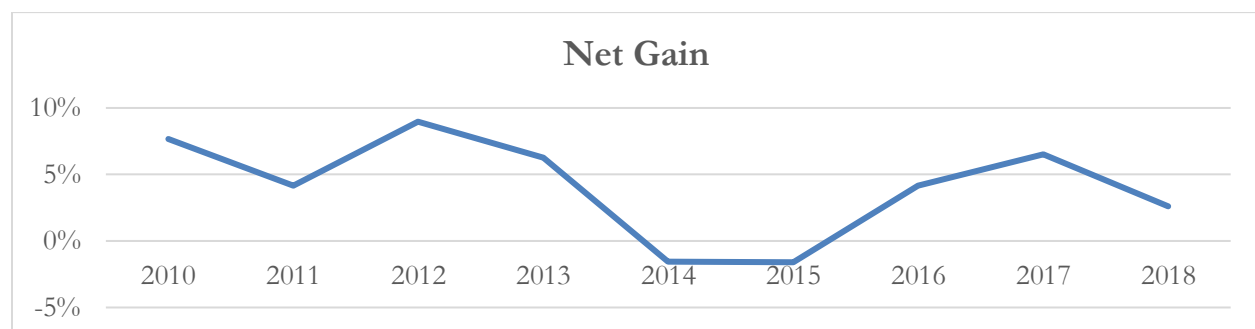
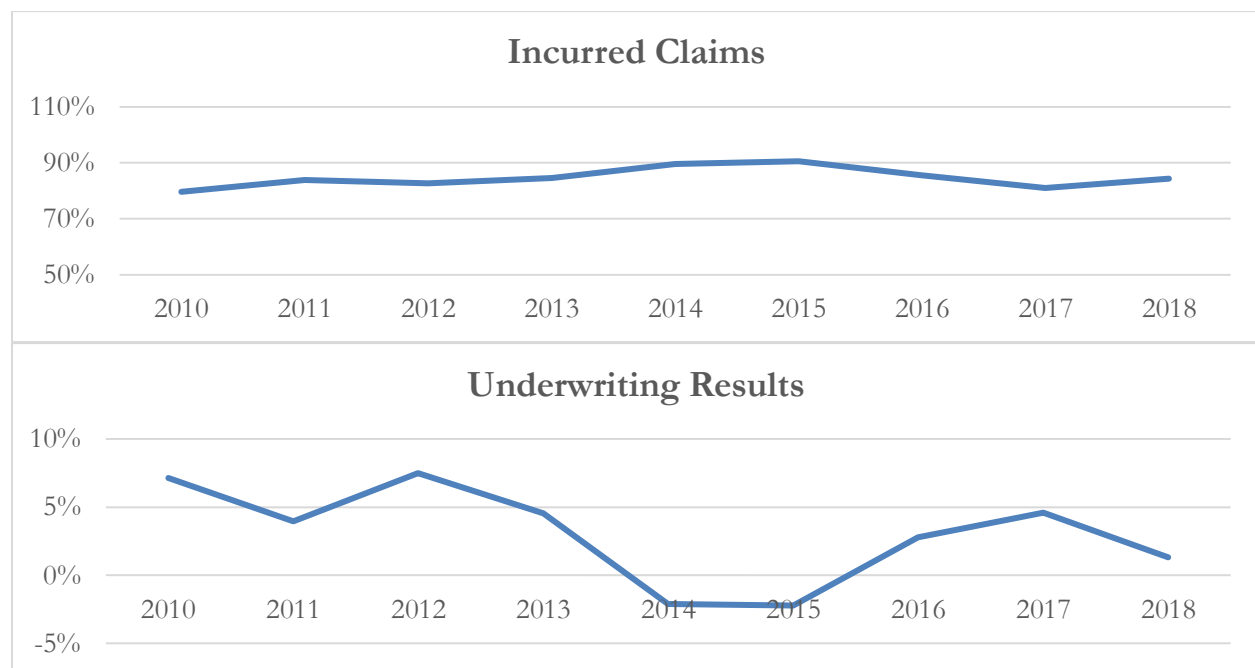
License Type: Life & Health

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$5,340,028	-\$1,122,189	-21.0%
Major Medical - Small Employer	\$69,616,324	\$61,521,718	88.4%
Major Medical - Large Employer	-\$2,525	-\$276,145	10936.4%
Medicare Supplement - Individual	\$0	\$0	
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$0	\$0	
Medicare	\$392,374,424	\$332,258,935	84.7%
Dental	-\$349	-\$903	258.7%
All Other A&H	\$0	\$1,617	
<b>Total A&amp;H</b>	<b>\$467,327,902</b>	<b>\$392,383,033</b>	<b>84.0%</b>



## Coventry Health & Life Insurance Company

Missouri Underwriting and Net Gain on A&H Business								
					% of Net Premium			
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain	
2010	\$480,385,825	\$382,780,812	\$34,226,004	\$36,940,094	79.7%	7.1%	7.7%	
2011	\$791,871,877	\$664,340,132	\$31,191,078	\$32,965,938	83.9%	3.9%	4.2%	
2012	\$780,056,660	\$645,188,850	\$58,436,491	\$69,947,807	82.7%	7.5%	9.0%	
2013	\$751,168,306	\$636,118,630	\$34,038,784	\$47,199,966	84.7%	4.5%	6.3%	
2014	\$1,047,257,977	\$938,287,897	-\$21,904,647	-\$16,222,586	89.6%	-2.1%	-1.5%	
2015	\$1,904,741,213	\$1,725,790,694	-\$42,415,086	-\$30,443,748	90.6%	-2.2%	-1.6%	
2016	\$1,999,051,892	\$1,709,009,216	\$55,084,119	\$82,895,086	85.5%	2.8%	4.1%	
2017	\$1,562,107,607	\$1,264,505,777	\$71,823,076	\$101,919,397	80.9%	4.6%	6.5%	
2018	\$1,618,426,384	\$1,366,695,134	\$20,910,635	\$42,383,781	84.4%	1.3%	2.6%	



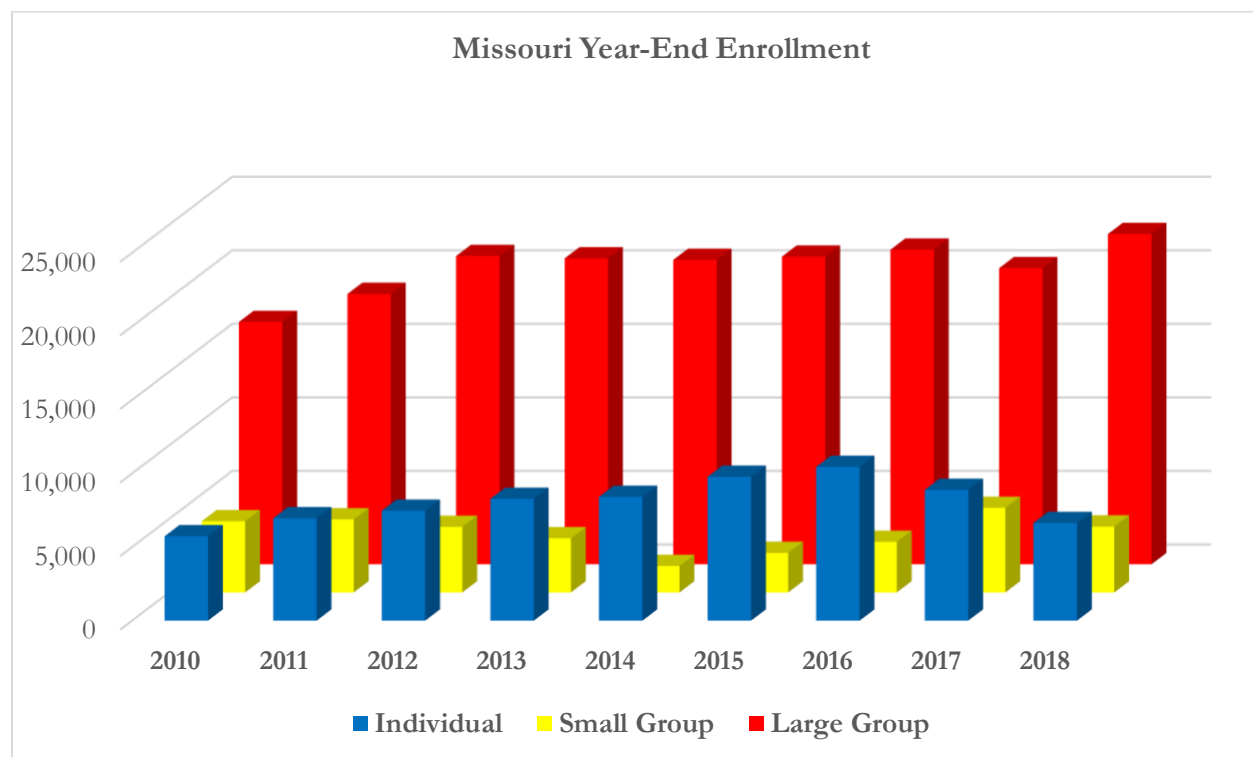
**Cox Health Systems Insurance Company**

**NAIC Company Code: 60040**

**Insurer Group: Cox Insurance Group**

**License Type: Life & Health**

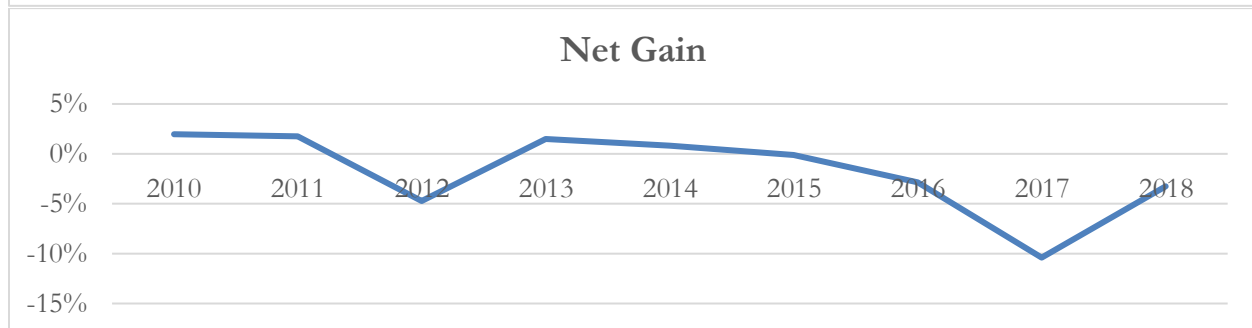
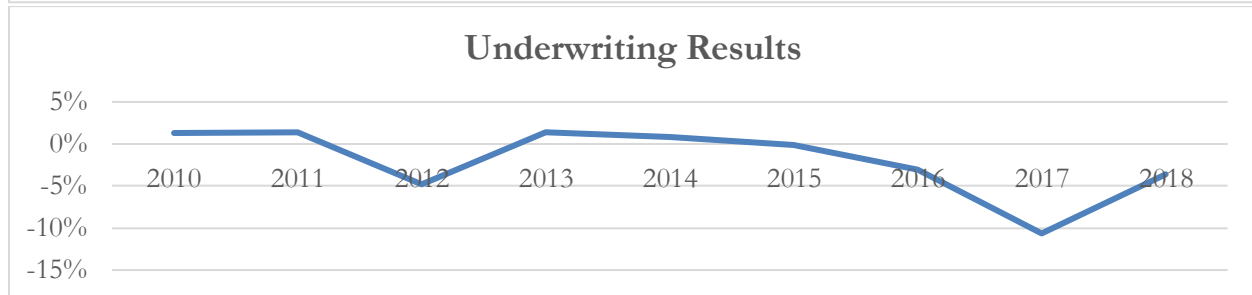
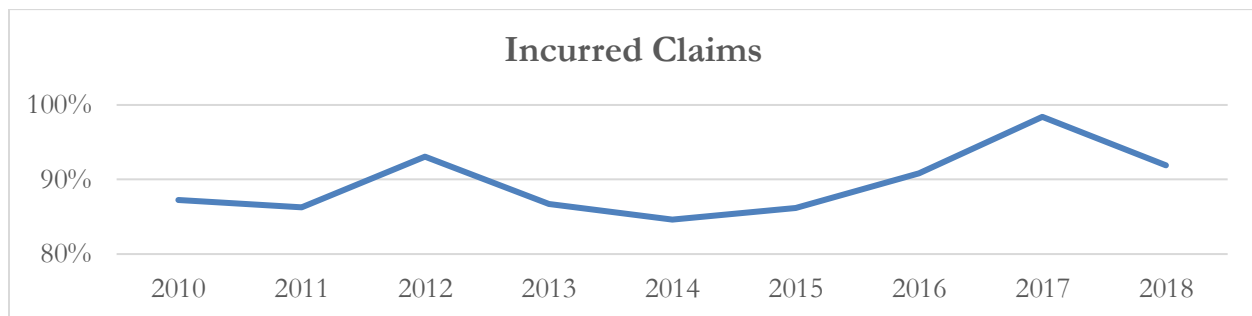
Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$33,443,415	\$33,251,252	99.4%
Major Medical - Small Employer	\$24,644,592	\$21,659,966	87.9%
Major Medical - Large Employer	\$96,630,399	\$87,112,214	90.1%
Medicare Supplement - Individual	\$0	\$0	
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$0	\$0	
Medicare	\$0	\$0	
Dental	\$0	\$0	
All Other A&H	\$0	\$0	
<b>Total A&amp;H</b>	<b>\$154,718,406</b>	<b>\$142,023,431</b>	<b>91.8%</b>





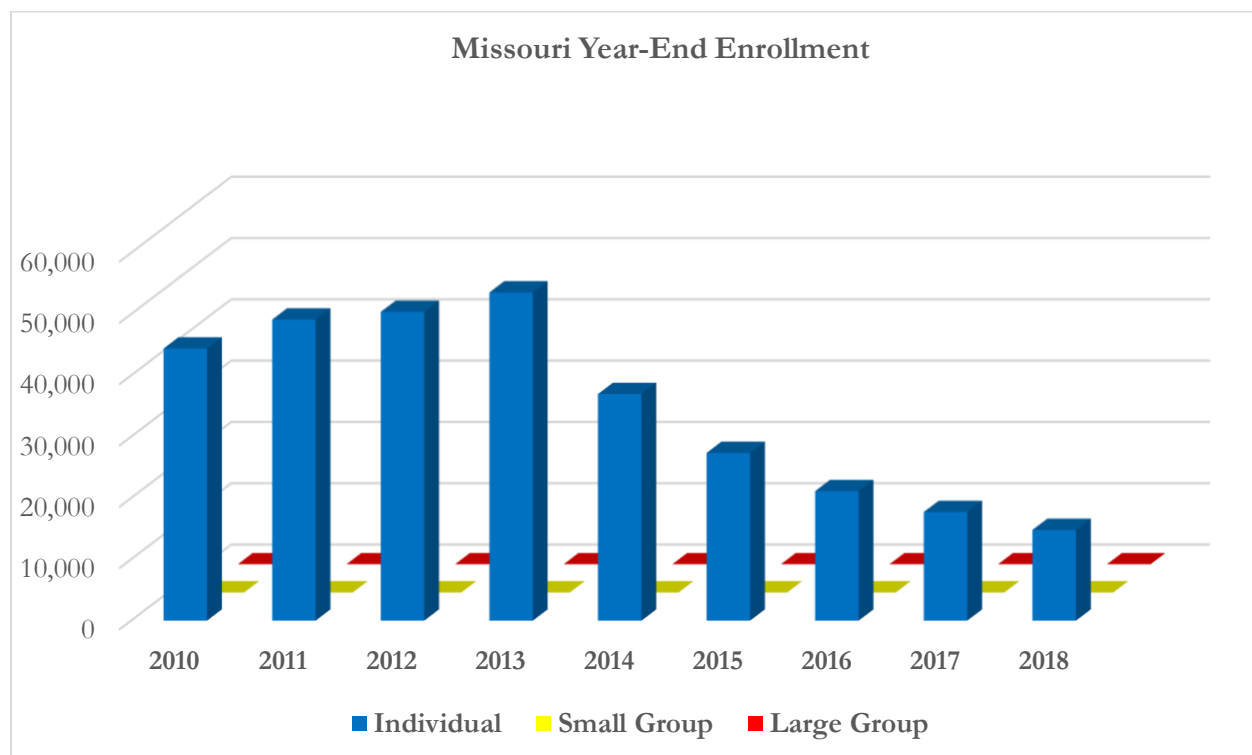
## Cox Health Systems Insurance Company

Missouri Underwriting and Net Gain on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$79,538,977	\$69,386,597	\$1,037,078	\$1,564,710	87.2%	1.3%	2.0%
2011	\$90,851,014	\$78,406,644	\$1,263,225	\$1,598,052	86.3%	1.4%	1.8%
2012	\$102,624,817	\$95,462,874	-\$4,957,344	-\$4,833,880	93.0%	-4.8%	-4.7%
2013	\$108,920,107	\$94,415,474	\$1,517,230	\$1,611,523	86.7%	1.4%	1.5%
2014	\$111,047,716	\$93,972,325	\$956,369	\$905,058	84.6%	0.9%	0.8%
2015	\$123,606,881	\$106,518,000	-\$150,546	-\$113,063	86.2%	-0.1%	-0.1%
2016	\$129,796,926	\$117,851,171	-\$3,959,006	-\$3,664,947	90.8%	-3.1%	-2.8%
2017	\$140,696,626	\$138,451,787	-\$14,976,271	-\$14,634,801	98.4%	-10.6%	-10.4%
2018	\$151,513,392	\$139,301,781	-\$5,440,394	-\$4,952,074	91.9%	-3.6%	-3.3%



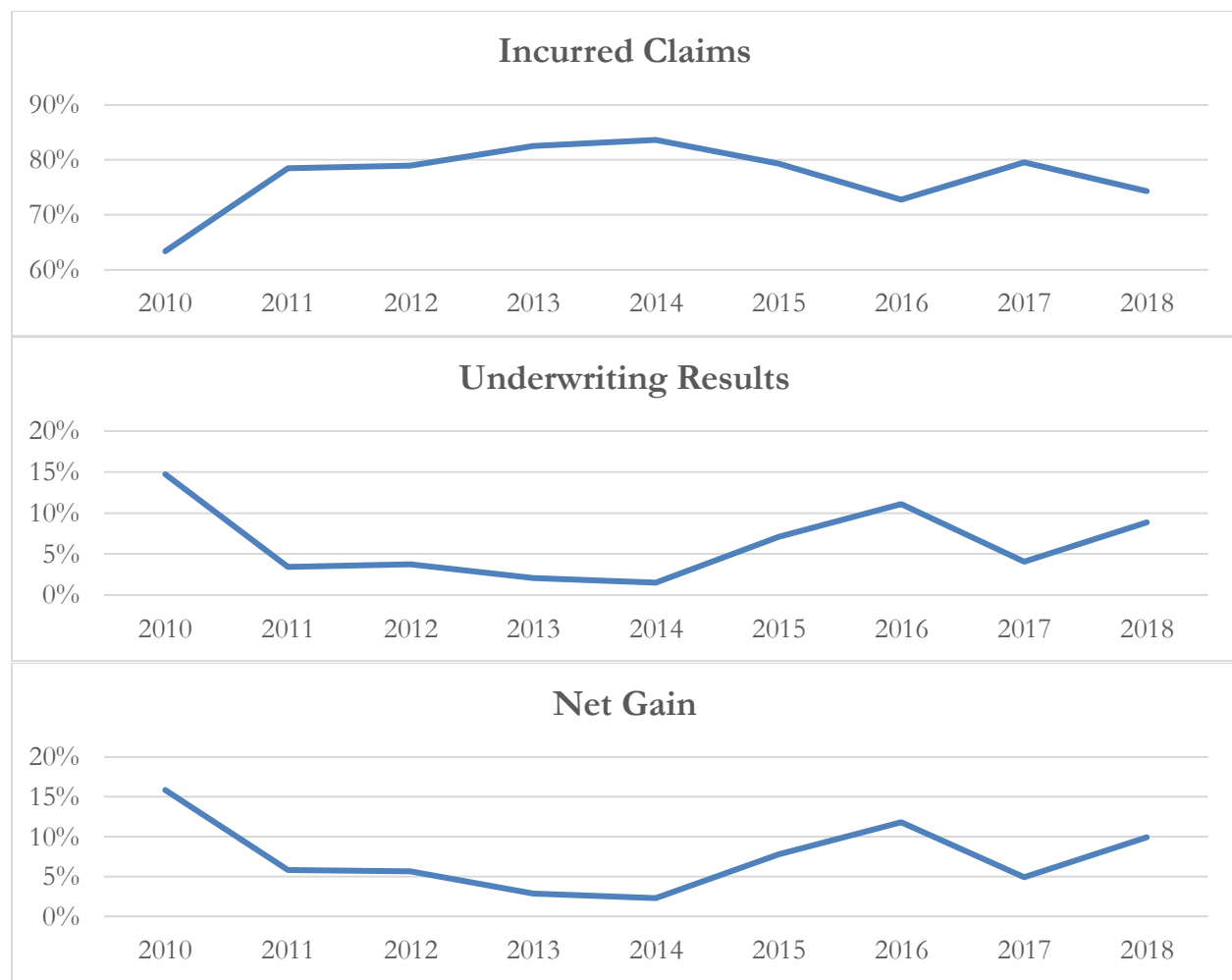
**Golden Rule Insurance Company**  
**NAIC Company Code: 62286**  
**Insurer Group: UnitedHealth Group (0707)**  
**License Type: Life & Health**

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$55,124,125	\$41,432,157	75.2%
Major Medical - Small Employer	\$0	\$0	
Major Medical - Large Employer	\$0	\$0	
Medicare Supplement - Individual	\$1,521,665	\$1,102,976	72.5%
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$0	\$0	
Medicare	\$0	\$0	
Dental	\$2,654,725	\$1,366,879	51.5%
All Other A&H	\$3,684,690	\$1,356,104	36.8%
<b>Total A&amp;H</b>	<b>\$62,985,205</b>	<b>\$45,258,116</b>	<b>71.9%</b>



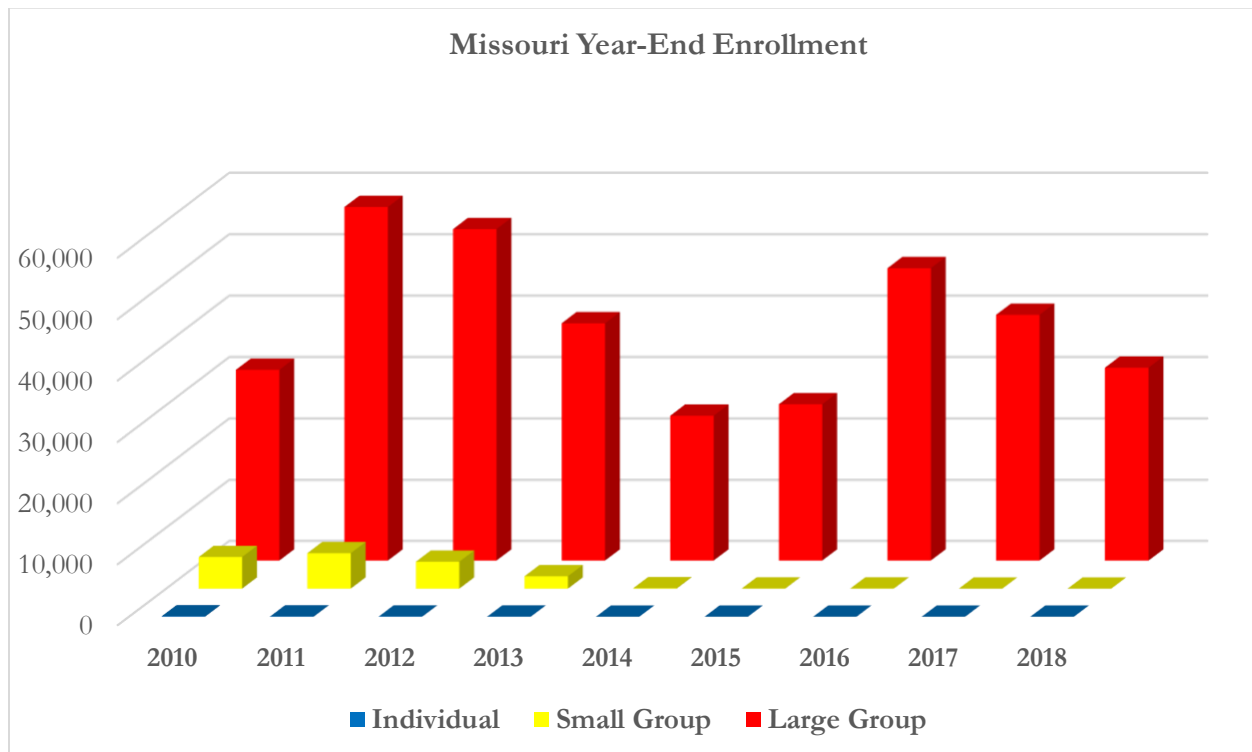
## Golden Rule Insurance Company

Missouri Underwriting and Net Gain on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$73,871,930	\$46,833,539	\$10,882,106	\$11,712,863	63.4%	14.7%	15.9%
2011	\$91,575,417	\$71,874,695	\$3,145,390	\$5,314,040	78.5%	3.4%	5.8%
2012	\$101,215,387	\$79,921,781	\$3,783,406	\$5,726,143	79.0%	3.7%	5.7%
2013	\$107,483,347	\$88,745,073	\$2,252,390	\$3,111,165	82.6%	2.1%	2.9%
2014	\$100,941,672	\$84,435,259	\$1,521,967	\$2,305,206	83.6%	1.5%	2.3%
2015	\$84,349,391	\$66,963,662	\$5,988,766	\$6,557,940	79.4%	7.1%	7.8%
2016	\$74,174,594	\$53,954,803	\$8,217,639	\$8,749,480	72.7%	11.1%	11.8%
2017	\$70,785,449	\$56,298,371	\$2,878,205	\$3,452,878	79.5%	4.1%	4.9%
2018	\$61,788,993	\$45,904,214	\$5,451,358	\$6,134,595	74.3%	8.8%	9.9%



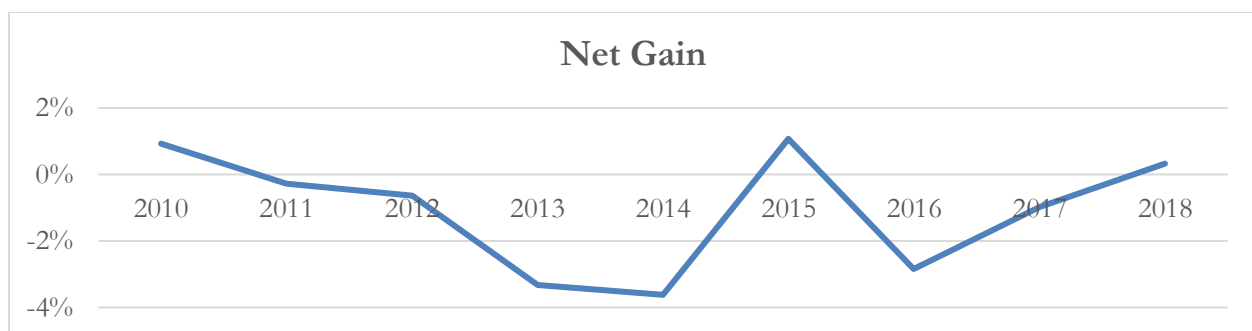
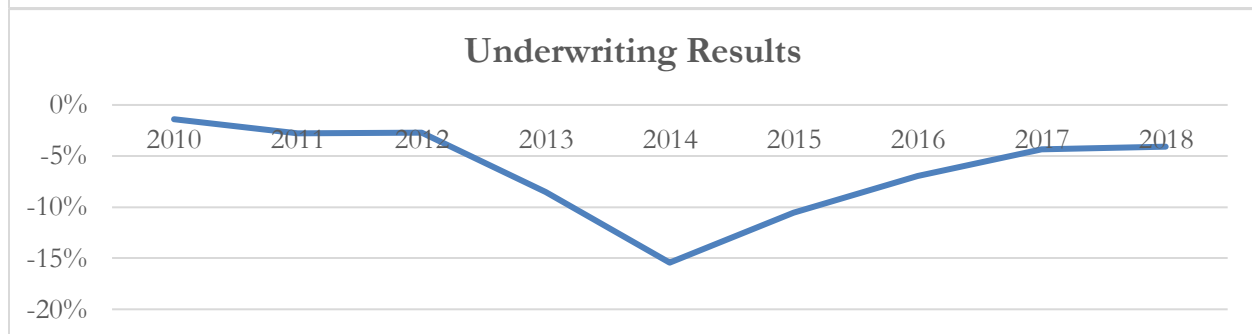
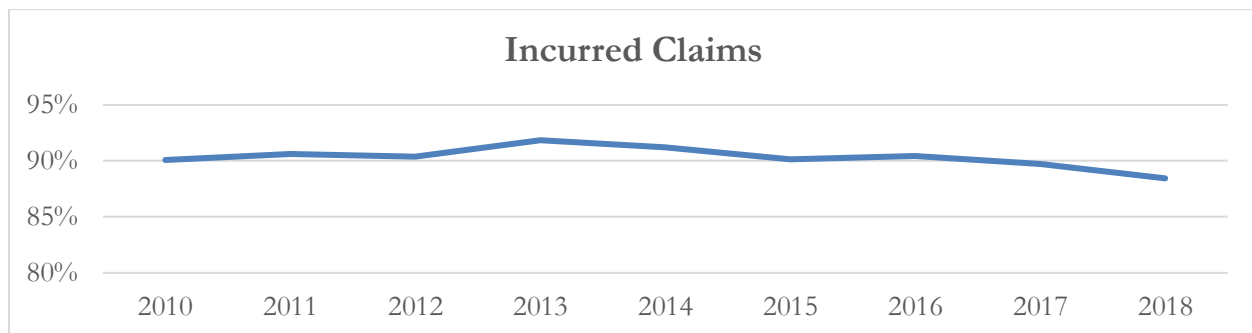
**Good Health HMO Inc**  
**NAIC Company Code: 95315**  
**Insurer Group: BCBS of KC Group (0537)**  
**License Type: HMO**

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$13,711	\$4,119	30.0%
Major Medical - Small Employer	\$95,370	\$20,838	21.8%
Major Medical - Large Employer	\$147,044,879	\$125,652,662	85.5%
Medicare Supplement - Group	\$0	\$0	
Medicare	\$0	\$0	
Medicaid	\$0	\$0	
<b>Total A&amp;H</b>	<b>\$147,153,960</b>	<b>\$125,677,619</b>	<b>85.4%</b>



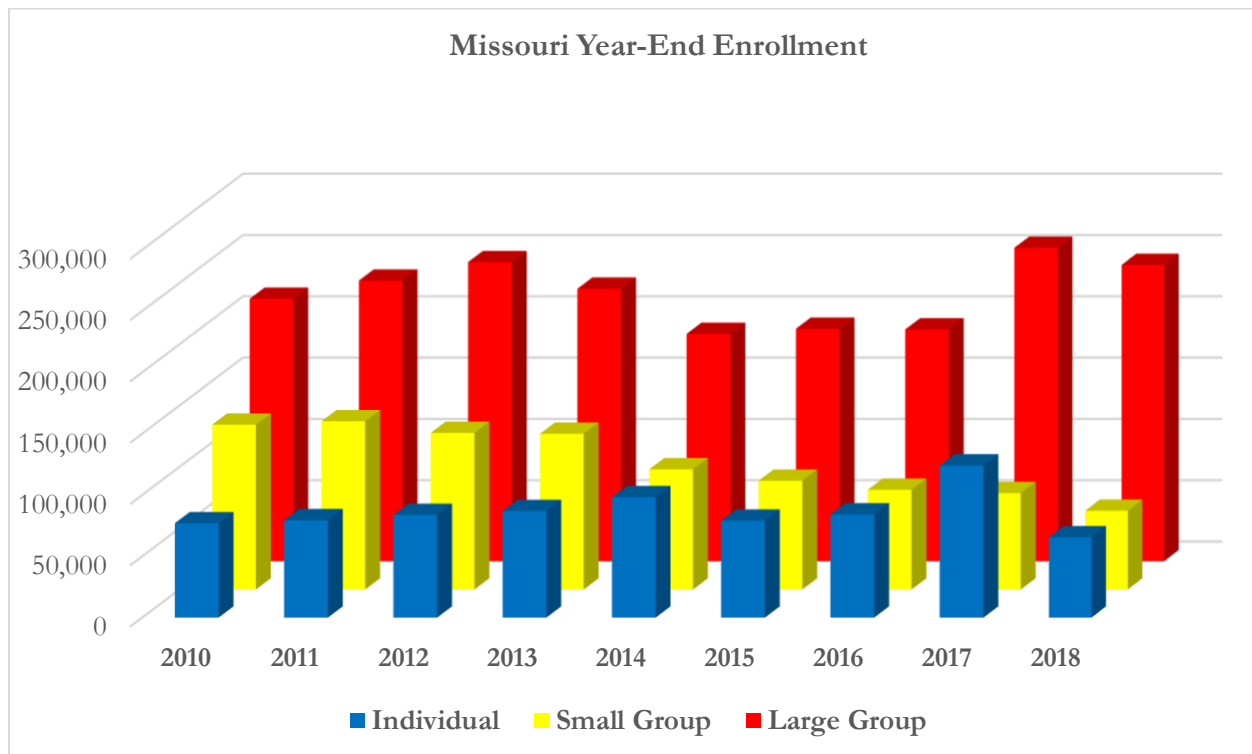
## Good Health HMO Inc

Missouri Underwriting and Net Gain on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$317,765,607	\$286,267,364	-\$4,433,660	\$2,956,606	90.1%	-1.4%	0.9%
2011	\$309,724,184	\$280,579,875	-\$8,553,719	-\$825,048	90.6%	-2.8%	-0.3%
2012	\$306,613,825	\$277,080,040	-\$8,233,967	-\$1,959,633	90.4%	-2.7%	-0.6%
2013	\$225,479,295	\$207,100,291	-\$19,165,712	-\$7,471,300	91.8%	-8.5%	-3.3%
2014	\$128,810,207	\$117,505,144	-\$19,877,999	-\$4,661,798	91.2%	-15.4%	-3.6%
2015	\$122,219,365	\$110,173,033	-\$12,850,589	\$1,309,837	90.1%	-10.5%	1.1%
2016	\$157,965,007	\$142,896,185	-\$10,956,854	-\$4,483,820	90.5%	-6.9%	-2.8%
2017	\$161,685,761	\$145,110,888	-\$7,059,793	-\$1,569,831	89.7%	-4.4%	-1.0%
2018	\$142,098,991	\$125,677,619	-\$5,803,060	\$454,830	88.4%	-4.1%	0.3%



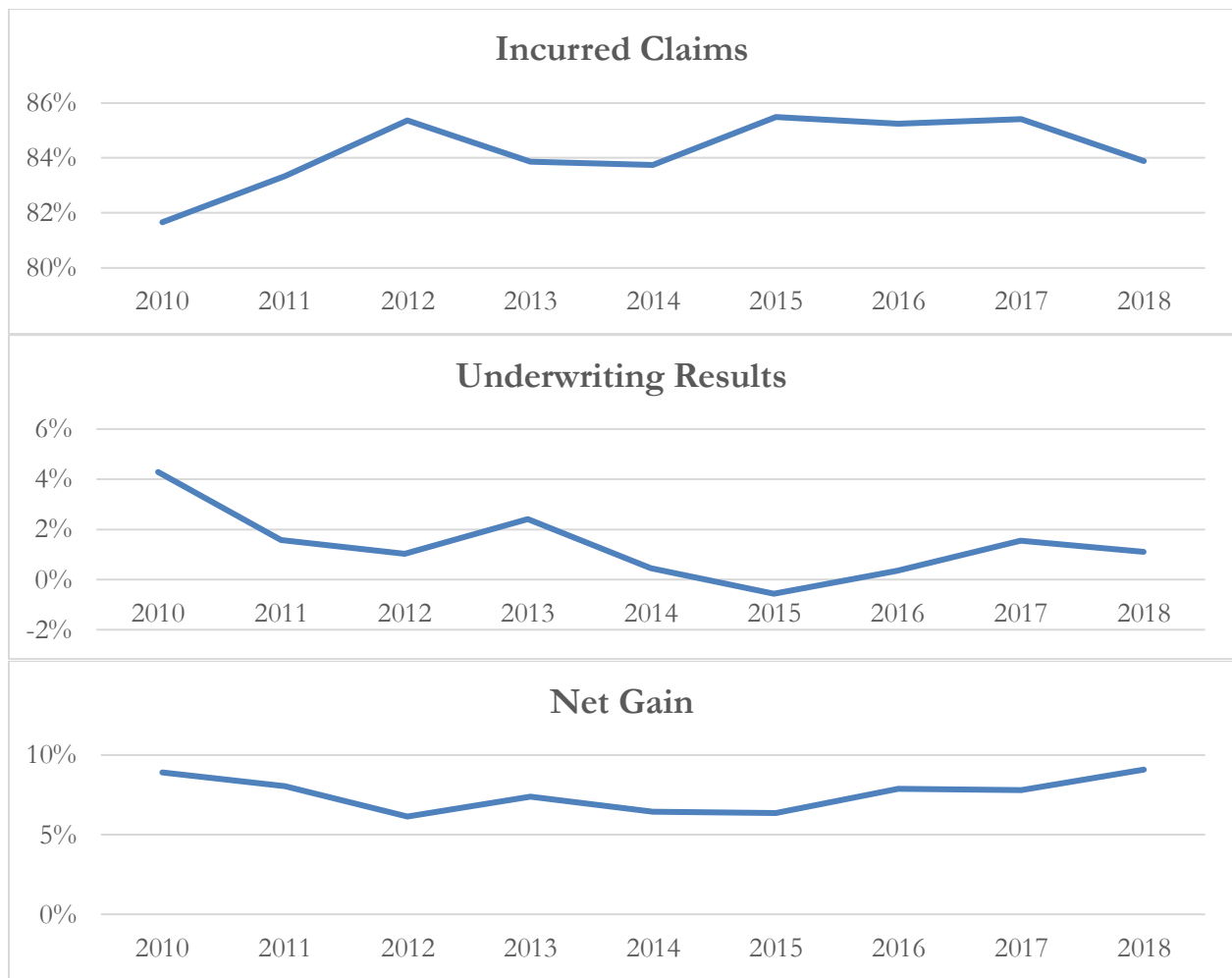
**Healthy Alliance Life Insurance Company**  
**NAIC Company Number: 78972**  
**Insurer Group: Anthem Inc Group (0671)**  
**License Type: Life & Health**

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$542,716,924	\$317,055,997	58.4%
Major Medical - Small Employer	\$369,211,422	\$265,491,876	71.9%
Major Medical - Large Employer	\$1,260,001,952	\$1,088,042,208	86.4%
Medicare Supplement - Individual	\$85,424,341	\$62,052,635	72.6%
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$45,858	\$145,551	317.4%
Long Term Care - Group	\$0	\$0	
Medicare	\$0	\$920	
Dental	\$24,229,495	\$16,505,451	68.1%
All Other A&H	\$54,517,615	\$28,693,563	52.6%
<b>Total A&amp;H</b>	<b>\$2,336,147,607</b>	<b>\$1,777,988,201</b>	<b>76.1%</b>



## Healthy Alliance Life Insurance Company

Missouri Underwriting and Net Gain on A&H Business								
					% of Net Premium			
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain	
2010	\$1,620,443,065	\$1,323,291,890	\$69,484,280	\$144,556,785	81.7%	4.3%	8.9%	
2011	\$1,666,125,383	\$1,388,766,622	\$26,325,335	\$133,919,852	83.4%	1.6%	8.0%	
2012	\$1,757,403,540	\$1,500,392,670	\$17,979,356	\$107,909,180	85.4%	1.0%	6.1%	
2013	\$1,804,061,613	\$1,513,034,986	\$43,401,845	\$133,361,148	83.9%	2.4%	7.4%	
2014	\$1,704,074,027	\$1,427,210,837	\$7,557,947	\$109,826,450	83.8%	0.4%	6.4%	
2015	\$1,675,390,395	\$1,432,307,806	-\$9,474,187	\$106,266,401	85.5%	-0.6%	6.3%	
2016	\$1,810,704,428	\$1,543,718,195	\$6,507,093	\$142,751,929	85.3%	0.4%	7.9%	
2017	\$2,492,677,778	\$2,129,391,466	\$38,422,224	\$194,293,638	85.4%	1.5%	7.8%	
2018	\$2,185,233,465	\$1,833,126,212	\$23,875,264	\$198,562,060	83.9%	1.1%	9.1%	



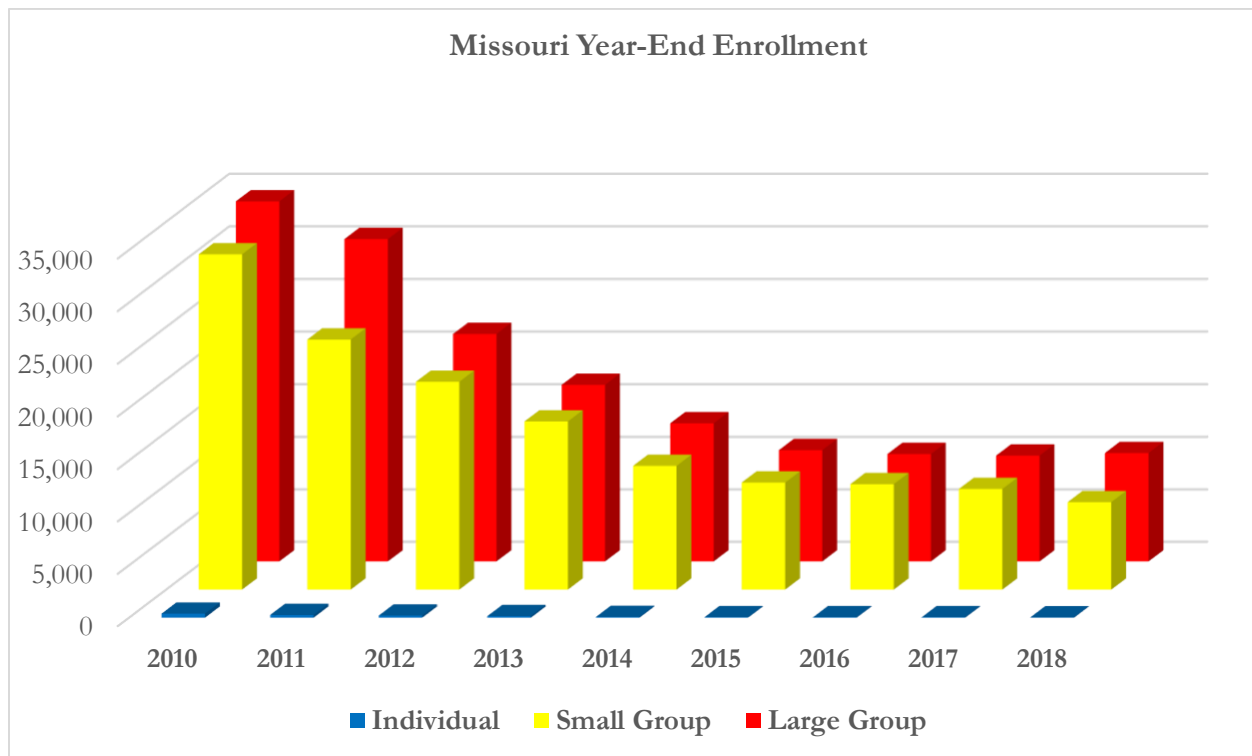
HMO Missouri Inc

NAIC Company Code: 95358

Insurer Group: Anthem Inc Group (0671)

License Type: HMO

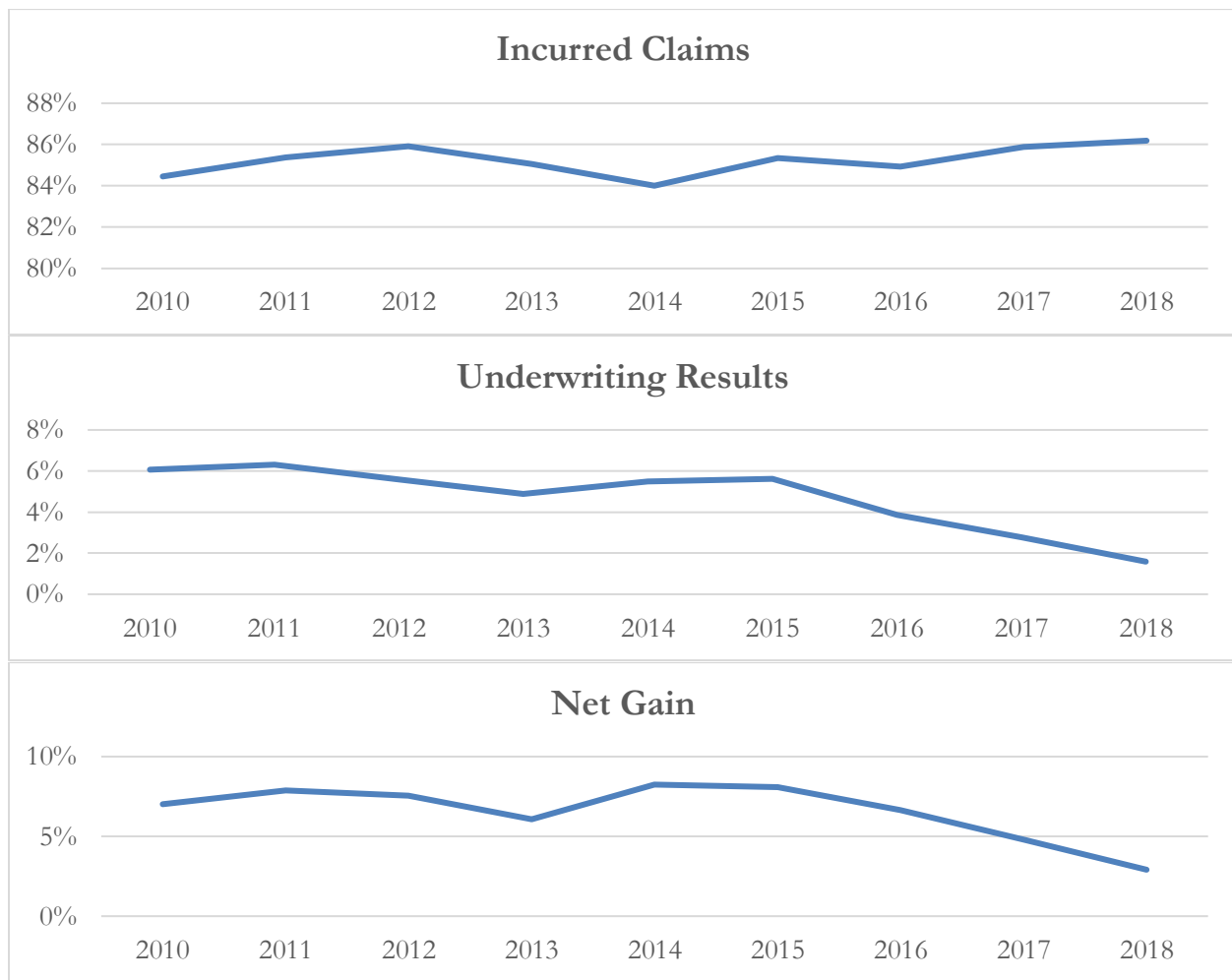
Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$409,416	\$70,369	17.2%
Major Medical - Small Employer	\$41,348,564	\$28,509,201	68.9%
Major Medical - Large Employer	\$71,667,024	\$63,704,604	88.9%
Medicare Supplement - Group	\$0	\$0	
Medicare	\$95,550,879	\$76,125,702	79.7%
Medicaid	\$0	\$0	
<b>Total A&amp;H</b>	<b>\$208,975,883</b>	<b>\$168,409,876</b>	<b>80.6%</b>





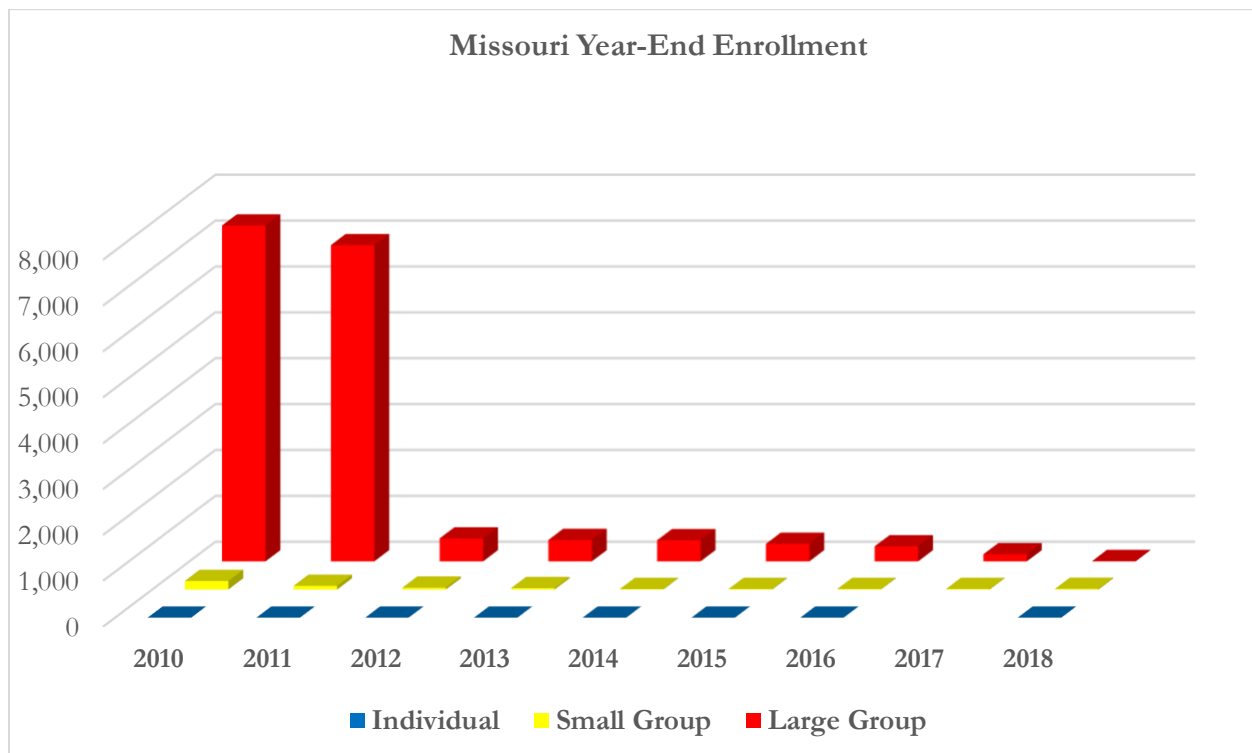
## HMO Missouri Inc

Missouri Underwriting and Net Gain on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$261,800,405	\$221,103,565	\$15,918,163	\$18,319,623	84.5%	6.1%	7.0%
2011	\$233,138,299	\$199,060,314	\$14,706,450	\$18,348,270	85.4%	6.3%	7.9%
2012	\$180,070,973	\$154,713,597	\$10,039,990	\$13,629,858	85.9%	5.6%	7.6%
2013	\$150,017,981	\$127,608,390	\$7,305,431	\$9,135,361	85.1%	4.9%	6.1%
2014	\$125,854,804	\$105,728,480	\$6,923,320	\$10,378,682	84.0%	5.5%	8.2%
2015	\$122,677,457	\$104,696,736	\$6,882,406	\$9,899,966	85.3%	5.6%	8.1%
2016	\$132,451,294	\$112,474,688	\$5,109,095	\$8,815,113	84.9%	3.9%	6.7%
2017	\$182,897,527	\$157,064,176	\$5,069,953	\$8,786,004	85.9%	2.8%	4.8%
2018	\$199,087,662	\$171,589,917	\$3,161,738	\$5,798,675	86.2%	1.6%	2.9%



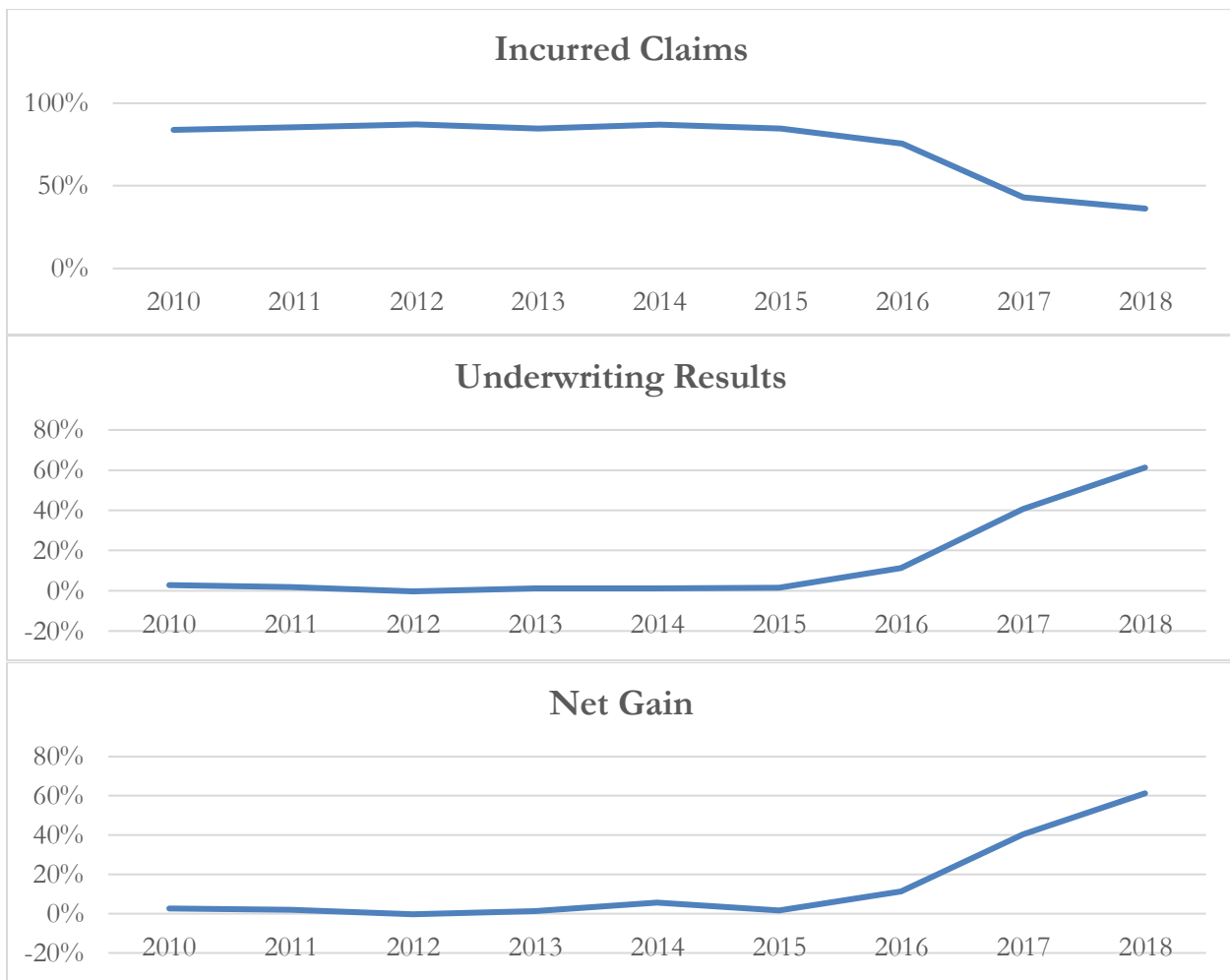
**Humana Health Plan Inc**  
**NAIC Company Code: 95885**  
**Insurer Group: Humana Group (0119)**  
**License Type: HMO**

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$0	\$0	
Major Medical - Small Employer	\$110,884	\$120,382	108.6%
Major Medical - Large Employer	\$156,724	-\$30,045	-19.2%
Medicare Supplement - Group	\$0	\$0	
Medicare	\$497,584,885	\$405,693,805	81.5%
Medicaid	\$0	\$0	
<b>Total A&amp;H</b>	<b>\$497,852,493</b>	<b>\$405,784,142</b>	<b>81.5%</b>



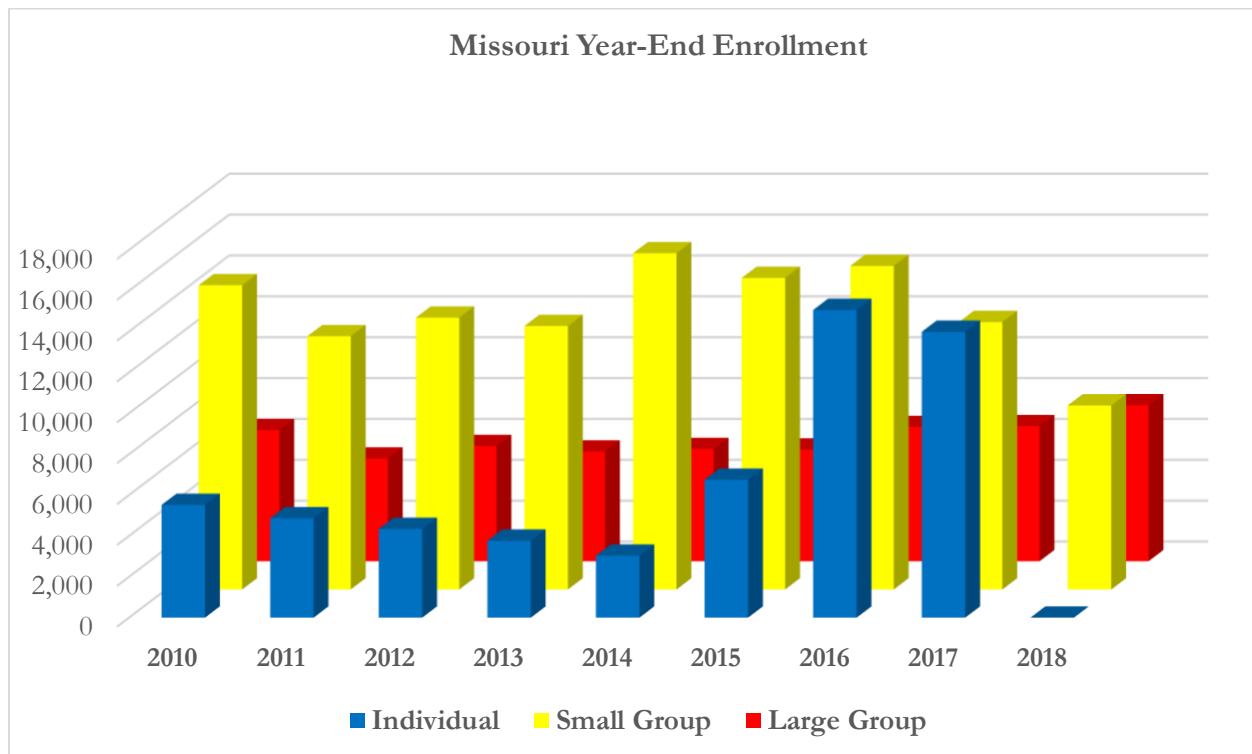
## Humana Health Plan Inc

Missouri Underwriting and Net Gain on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$188,790,865	\$158,435,574	\$5,283,097	\$5,283,097	83.9%	2.8%	2.8%
2011	\$203,066,535	\$173,653,504	\$4,034,712	\$4,034,712	85.5%	2.0%	2.0%
2012	\$232,851,620	\$203,091,995	-\$695,803	-\$695,803	87.2%	-0.3%	-0.3%
2013	\$291,480,391	\$246,915,800	\$3,344,201	\$3,642,809	84.7%	1.1%	1.2%
2014	\$343,798,490	\$299,662,650	\$4,437,696	\$19,214,158	87.2%	1.3%	5.6%
2015	\$2,167,642	\$1,837,867	\$33,339	\$33,339	84.8%	1.5%	1.5%
2016	\$1,802,784	\$1,365,380	\$206,095	\$206,095	75.7%	11.4%	11.4%
2017	\$794,825	\$341,652	\$322,079	\$322,079	43.0%	40.5%	40.5%
2018	\$249,123	\$90,337	\$152,693	\$152,693	36.3%	\$249,123	\$90,337



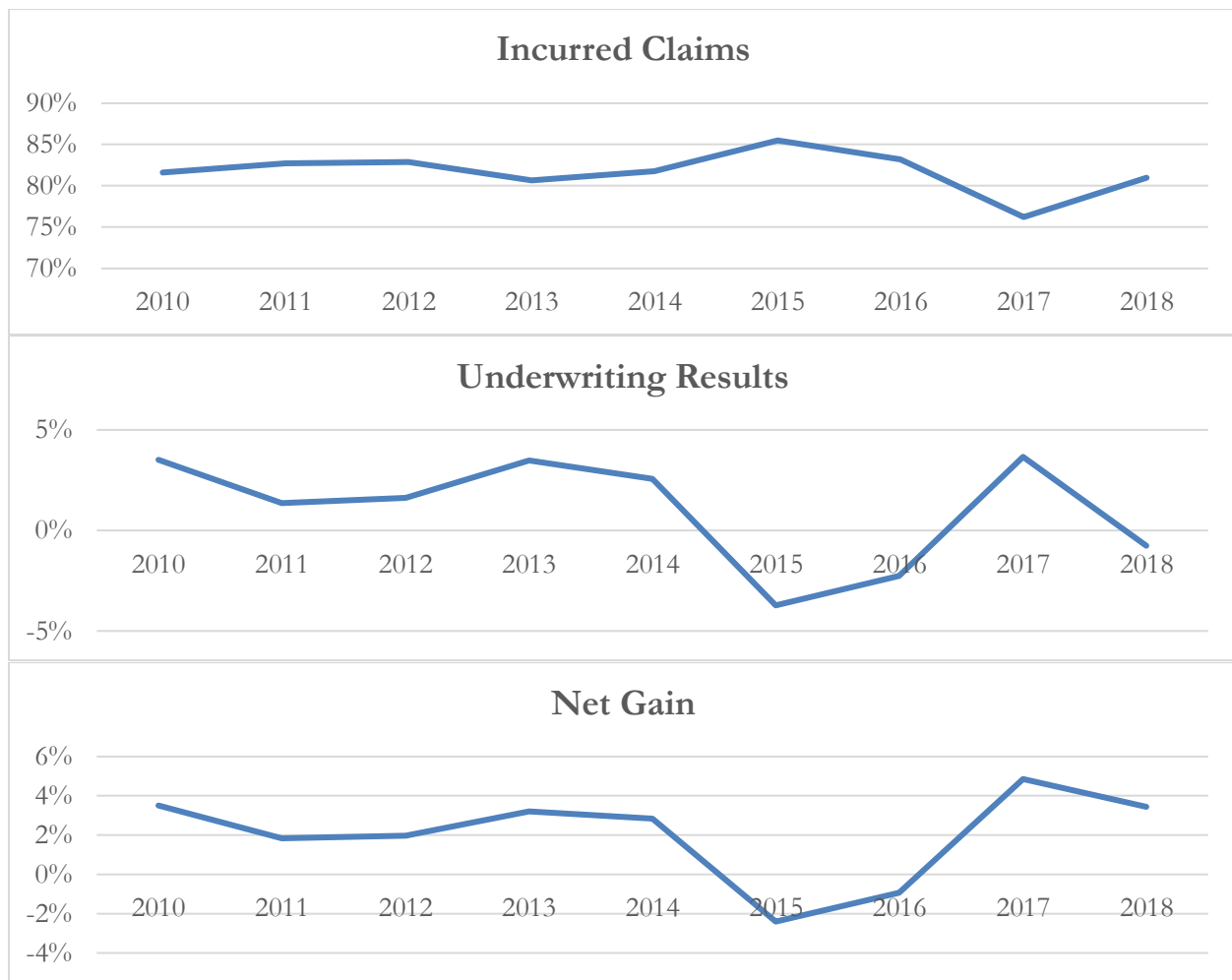
**Humana Insurance Company**  
**NAIC Company Code: 73288**  
**Insurer Group: Humana Group (0119)**  
**License Type: Life & Health**

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	-\$1,197,932	-\$4,869,896	406.5%
Major Medical - Small Employer	\$59,686,162	\$49,437,246	82.8%
Major Medical - Large Employer	\$36,191,956	\$31,098,667	85.9%
Medicare Supplement - Individual	\$13,348,416	\$10,550,282	79.0%
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$0	\$0	
Medicare	\$277,306,018	\$211,272,914	76.2%
Dental	\$10,108,995	\$6,558,342	64.9%
All Other A&H	\$13,789,036	\$10,258,484	74.4%
<b>Total A&amp;H</b>	<b>\$409,232,651</b>	<b>\$314,306,039</b>	<b>76.8%</b>



## Humana Insurance Company

Missouri Underwriting and Net Gain on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$394,911,036	\$322,210,509	\$13,915,826	\$13,915,826	81.6%	3.5%	3.5%
2011	\$418,497,928	\$346,154,142	\$5,700,069	\$7,753,208	82.7%	1.4%	1.9%
2012	\$432,073,310	\$358,289,947	\$7,031,643	\$8,563,187	82.9%	1.6%	2.0%
2013	\$406,197,069	\$327,793,399	\$14,191,552	\$13,069,507	80.7%	3.5%	3.2%
2014	\$382,884,360	\$313,006,667	\$9,773,408	\$10,859,199	81.7%	2.6%	2.8%
2015	\$133,439,310	\$114,089,192	-\$4,971,503	-\$3,207,798	85.5%	-3.7%	-2.4%
2016	\$172,274,256	\$143,390,207	-\$3,921,708	-\$1,606,125	83.2%	-2.3%	-0.9%
2017	\$208,520,222	\$158,945,362	\$7,633,299	\$10,129,819	76.2%	3.7%	4.9%
2018	\$129,174,801	\$104,628,872	-\$998,628	\$4,449,960	81.0%	-0.8%	3.4%



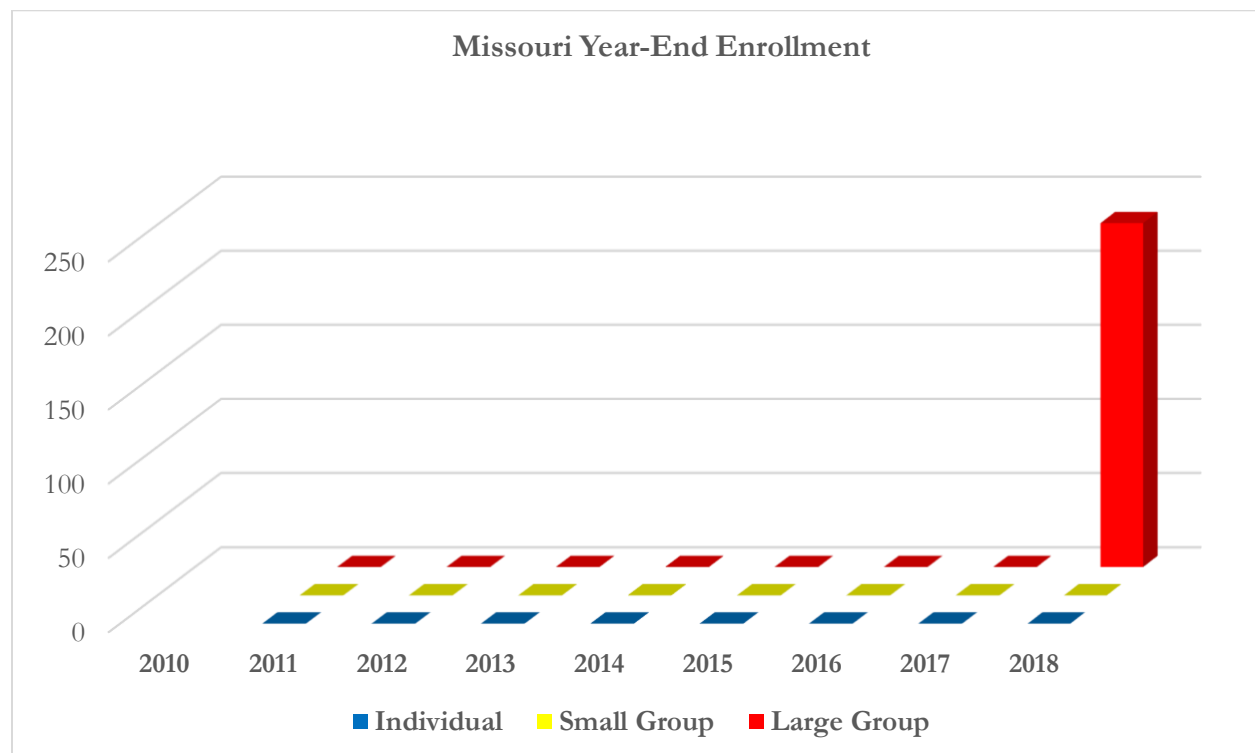
**Reliance Standard Life Insurance Company**

**NAIC Company Code: 68381**

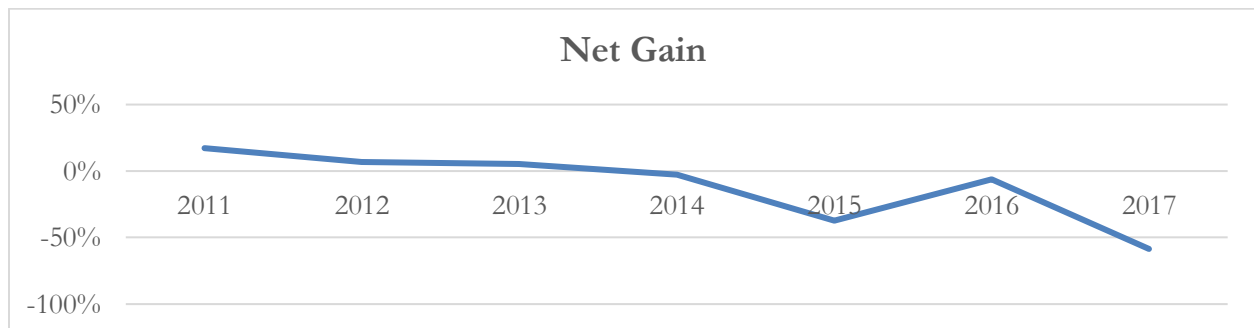
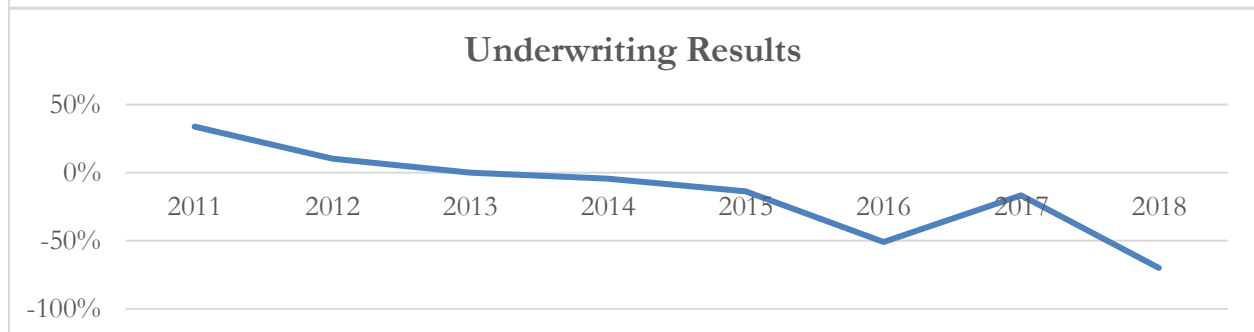
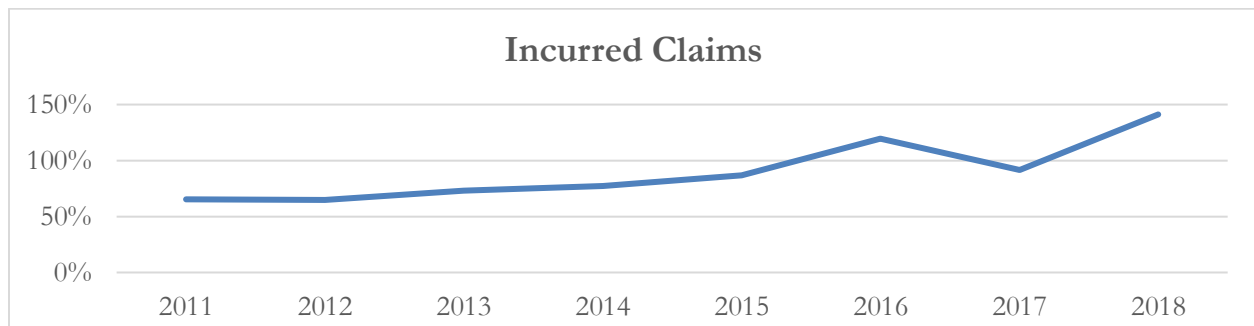
**Insurer Group: Tokio Marine Holdings Inc Group (3098)**

**License Type: Life & Health**

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$0	\$0	
Major Medical - Small Employer	\$0	\$0	
Major Medical - Large Employer	\$220,526	\$182,177	82.6%
Medicare Supplement - Individual	\$0	\$0	
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$0	\$0	
Medicare	\$0	\$0	
Dental	\$1,272,480	\$801,315	63.0%
All Other A&H	\$14,345,112	\$12,738,357	88.8%
<b>Total A&amp;H</b>	<b>\$15,838,118</b>	<b>\$13,721,849</b>	<b>86.6%</b>

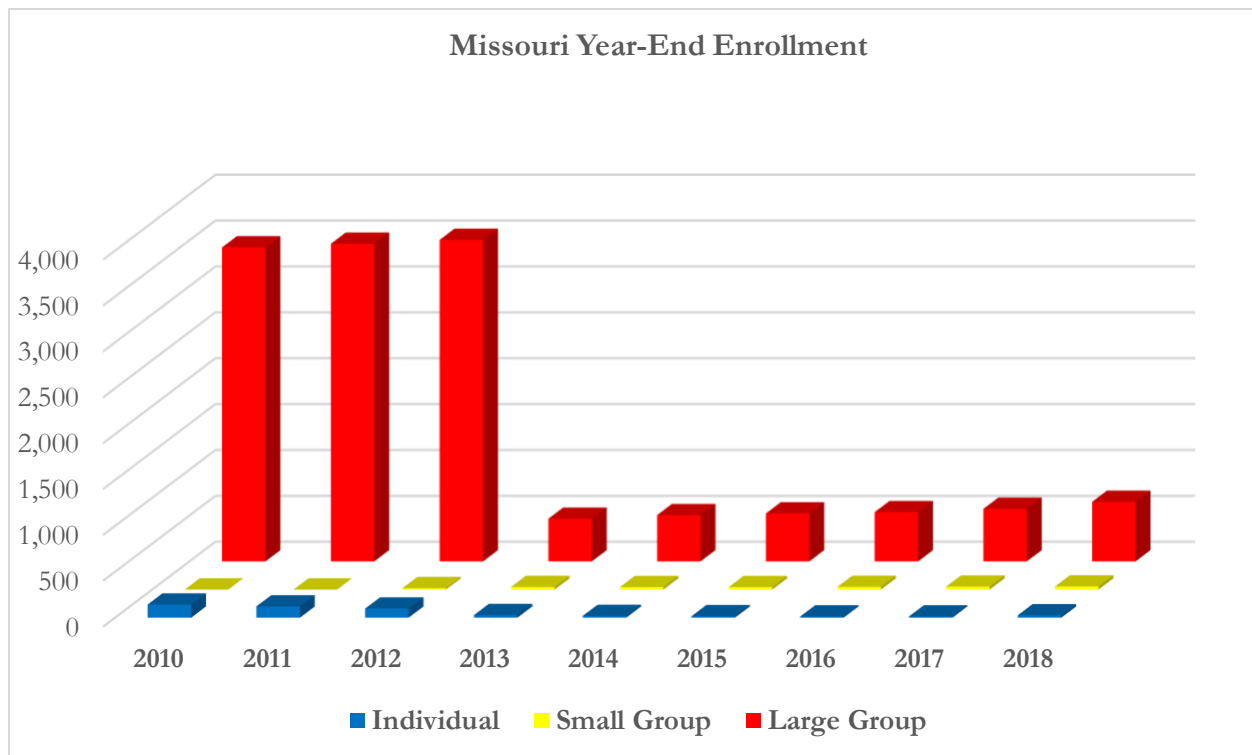


Missouri Underwriting and Net Gain on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2011	\$17,572,527	\$11,455,089	\$5,937,786	\$5,937,786	65.2%	33.8%	33.8%
2012	\$18,579,123	\$12,036,141	\$1,899,529	\$3,201,673	64.8%	10.2%	17.2%
2013	\$16,281,688	\$11,874,864	-\$21,707	\$1,081,981	72.9%	-0.1%	6.6%
2014	\$14,800,729	\$11,407,627	-\$680,478	\$780,508	77.1%	-4.6%	5.3%
2015	\$13,444,488	\$11,685,556	-\$1,874,152	-\$333,350	86.9%	-13.9%	-2.5%
2016	\$11,109,818	\$13,292,037	-\$5,666,583	-\$4,116,766	119.6%	-51.0%	-37.1%
2017	\$14,782,110	\$13,510,841	-\$2,478,945	-\$924,427	91.4%	-16.8%	-6.3%
2018	\$14,743,660	\$20,814,207	-\$10,304,275	-\$8,630,270	141.2%	-69.9%	-58.5%



**Shelter Life Insurance Company**  
**NAIC Company Code: 65757**  
**Insurer Group: Shelter Insurance Group (0123)**  
**License Type: Life & Health**

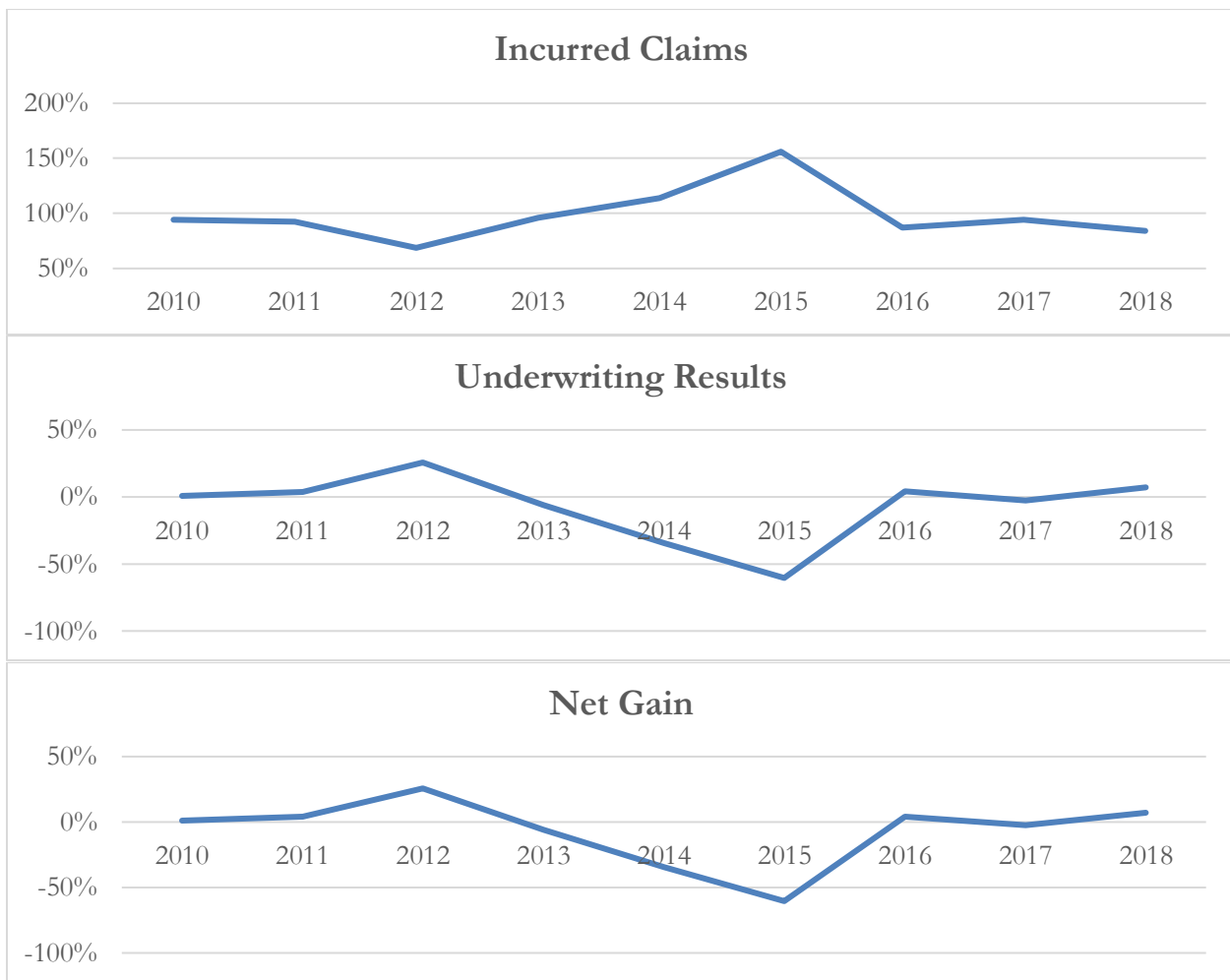
Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$14,138	\$333,923	2361.9%
Major Medical - Small Employer	\$200,931	\$92,313	45.9%
Major Medical - Large Employer	\$2,944,827	\$3,098,089	105.2%
Medicare Supplement - Individual	\$153,105	-\$44,761	-29.2%
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$0	\$0	
Medicare	\$0	\$0	
Dental	\$0	\$0	
All Other A&H	\$53,585	-\$684,633	-1277.7%
<b>Total A&amp;H</b>	<b>\$3,366,586</b>	<b>\$2,794,931</b>	<b>83.0%</b>





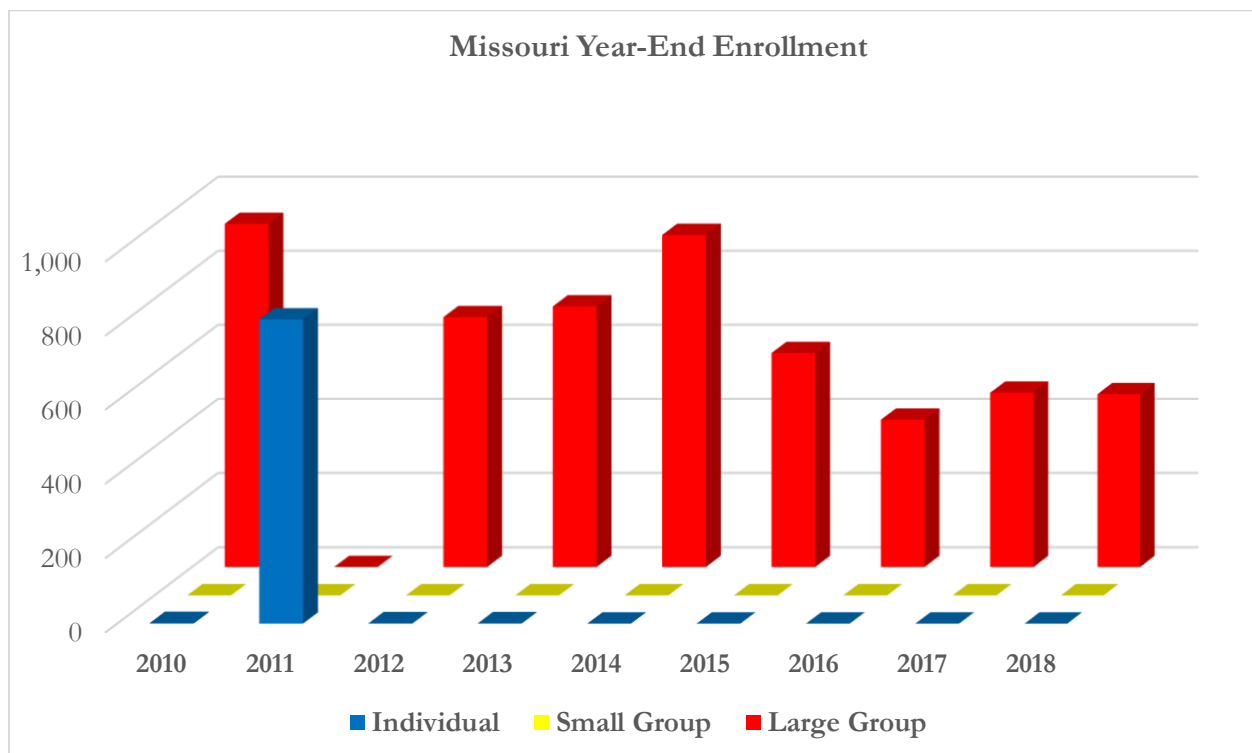
## Shelter Life Insurance Company

Missouri Underwriting and Net Gain on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$10,933,899	\$10,303,996	\$111,557	\$111,557	94.2%	1.0%	1.0%
2011	\$11,111,484	\$10,255,607	\$432,247	\$432,247	92.3%	3.9%	3.9%
2012	\$12,295,360	\$8,451,721	\$3,160,658	\$3,160,658	68.7%	25.7%	25.7%
2013	\$2,766,917	\$2,654,744	-\$168,425	-\$168,425	95.9%	-6.1%	-6.1%
2014	\$2,943,194	\$3,360,846	-\$1,020,701	-\$1,020,701	114.2%	-34.7%	-34.7%
2015	\$3,004,626	\$4,688,848	-\$1,815,463	-\$1,815,463	156.1%	-60.4%	-60.4%
2016	\$3,125,209	\$2,722,062	\$136,240	\$136,240	87.1%	4.4%	4.4%
2017	\$3,277,910	\$3,090,562	-\$84,438	-\$84,438	94.3%	-2.6%	-2.6%
2018	\$3,429,970	\$2,877,446	\$252,782	\$252,782	83.9%	7.4%	7.4%

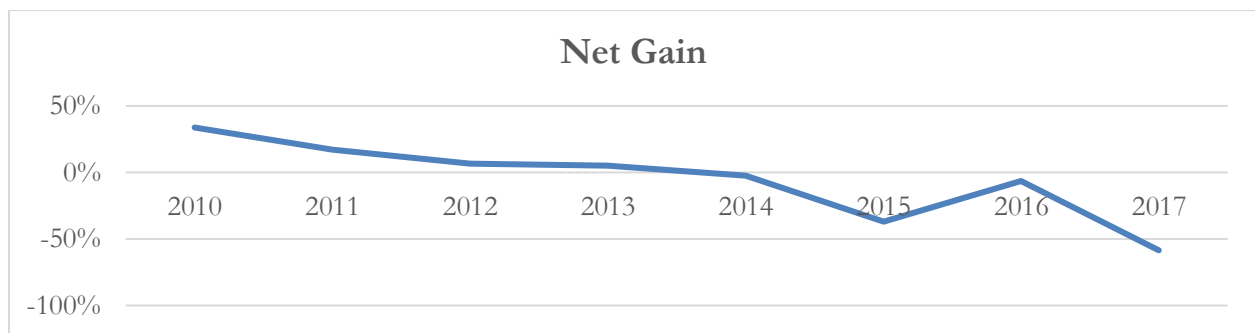
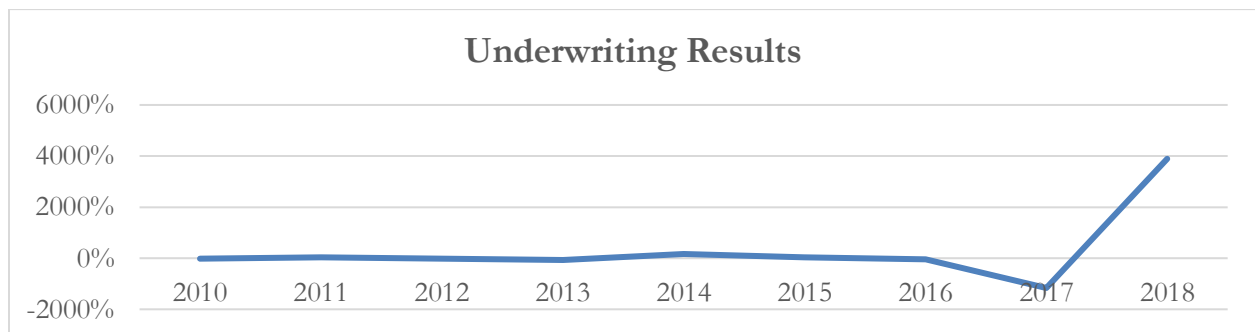
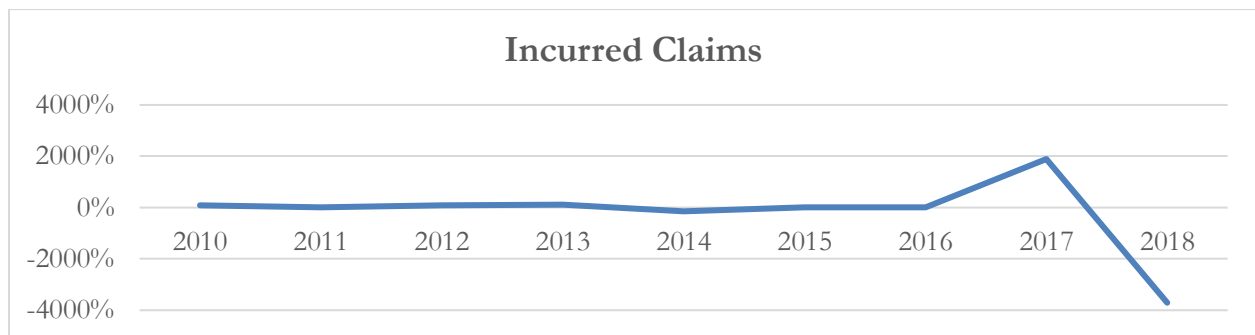


**United States Life Insurance Company New York**  
**NAIC Company Code: 70106**  
**Insurer Group: American International Group (0012)**  
**License Type: Life & Health**

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$0	\$0	
Major Medical - Small Employer	\$0	\$0	
Major Medical - Large Employer	\$547,404	\$607,373	111.0%
Medicare Supplement - Individual	\$0	\$0	
Medicare Supplement - Group	\$0	\$0	
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$0	\$0	
Medicare	\$0	\$0	
Dental	-\$495	\$4,862	-982.2%
All Other A&H	\$183,068	-\$65,430	-35.7%
<b>Total A&amp;H</b>	<b>\$729,977</b>	<b>\$546,805</b>	<b>74.9%</b>

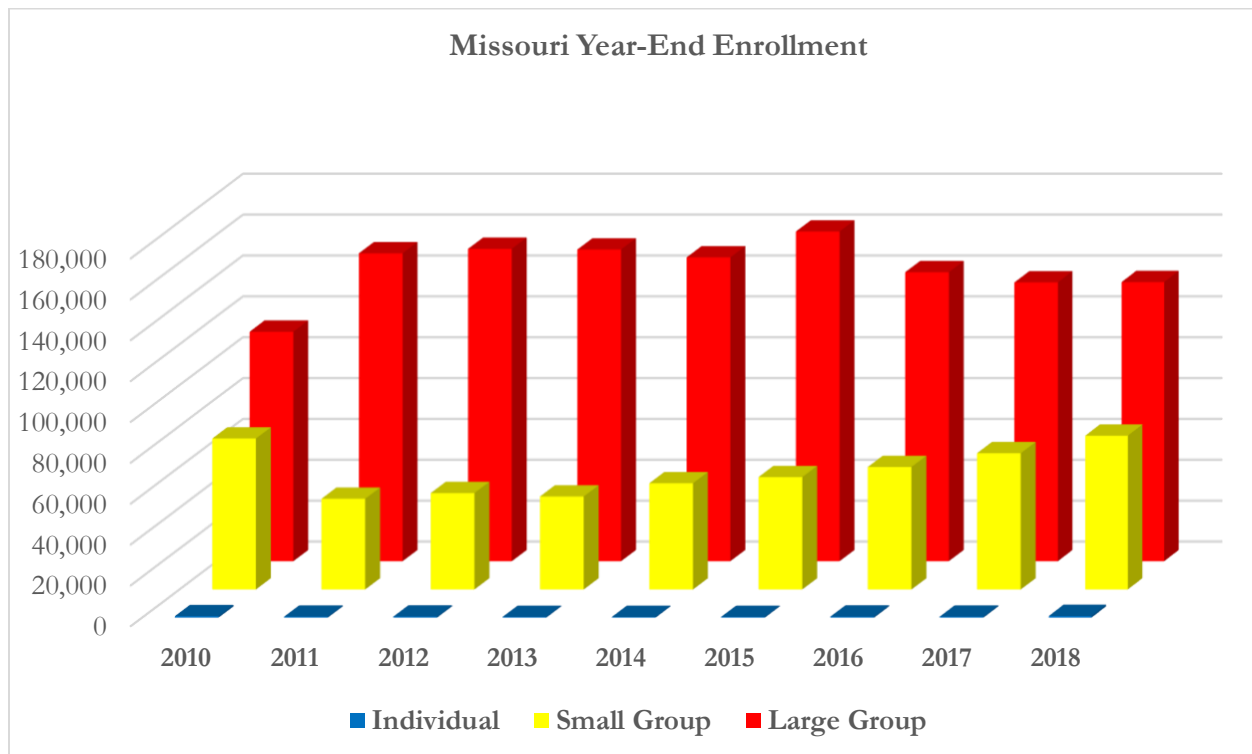


Missouri Underwriting and Net Gain on A&H Business							
					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$2,334,360	\$1,911,554	-\$562,817	\$257,344	81.9%	-24.1%	11.0%
2011	\$2,303,992	\$493,141	\$620,049	\$1,035,048	21.4%	26.9%	44.9%
2012	\$4,264,274	\$3,838,298	-\$1,177,917	\$2,914,074	90.0%	-27.6%	68.3%
2013	\$4,145,640	\$5,264,560	-\$3,184,671	\$1,369,860	127.0%	-76.8%	33.0%
2014	\$952,776	-\$1,449,099	\$1,551,396	-\$3,289,732	-152.1%	162.8%	-345.3%
2015	\$1,253,828	\$121,937	\$377,590	-\$264,940	9.7%	30.1%	-21.1%
2016	\$956,420	\$75,852	-\$473,312	\$840,550	7.9%	-49.5%	87.9%
2017	-\$52,443	-\$992,365	\$611,304	-\$878,726	1892.3%	-1,165.7%	1,675.6%
2018	-\$6,306	\$233,754	-\$245,380	\$127,878	-3706.9%	3,891.2%	-2,027.9%



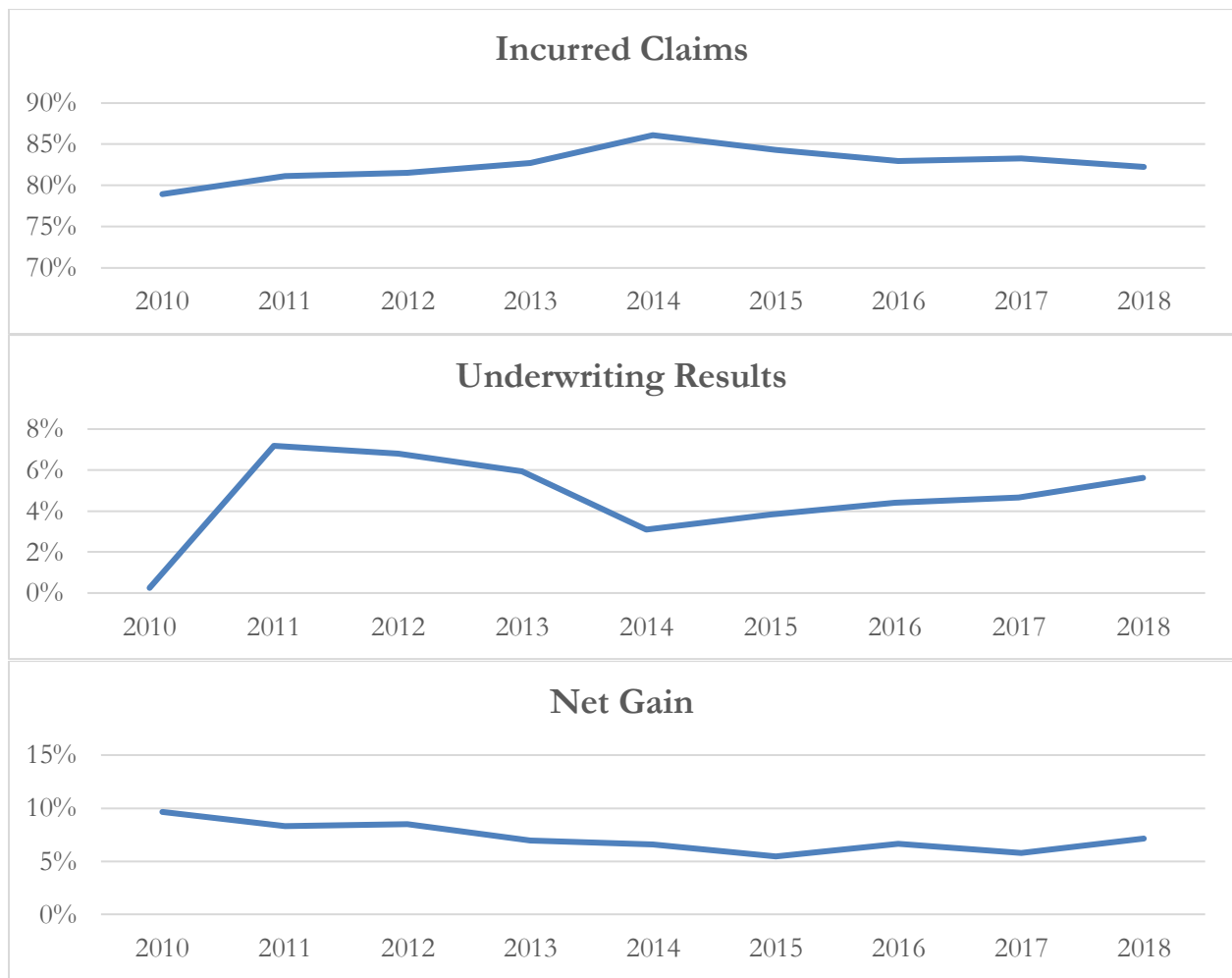
**UnitedHealthcare Insurance Company**  
**NAIC Company Code: 79413**  
**Insurer Group: United Health Group (0707)**  
**License Type: Life & Health**

Missouri Premium & Losses			
Line of Business	Earned Premium	Incurred Losses	Loss Ratio
Major Medical - Individual	\$4,706,016	\$3,976,202	84.5%
Major Medical - Small Employer	\$439,170,371	\$317,248,729	72.2%
Major Medical - Large Employer	\$652,982,074	\$538,342,516	82.4%
Medicare Supplement - Individual	\$0	\$0	
Medicare Supplement - Group	\$194,239,937	\$148,692,870	76.6%
Long Term Care - Individual	\$0	\$0	
Long Term Care - Group	\$0	\$0	
Medicare	\$228,708,407	\$177,498,242	77.6%
Dental	\$13,150,425	\$7,426,955	56.5%
All Other A&H	\$28,565,600	\$21,929,993	76.8%
<b>Total A&amp;H</b>	<b>\$1,561,522,830</b>	<b>\$1,215,115,507</b>	<b>77.8%</b>



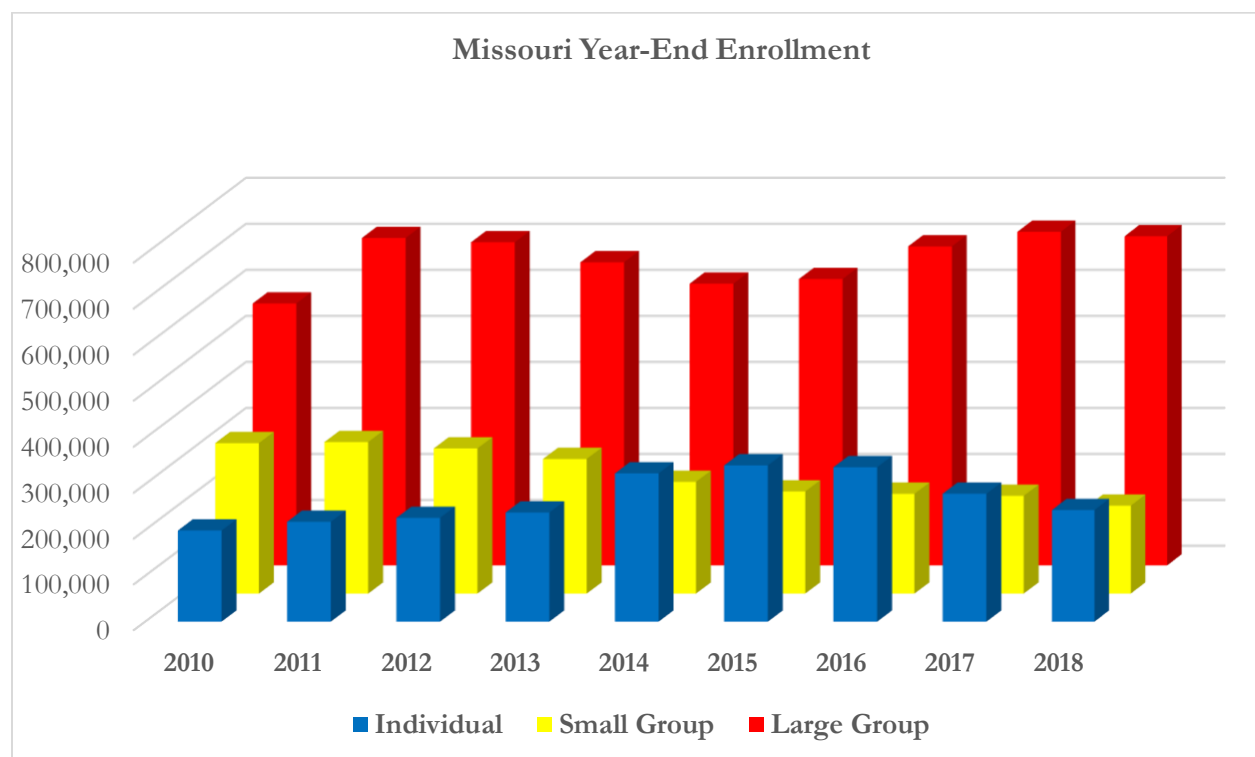
## UnitedHealthcare Insurance Company

Missouri Underwriting and Net Gain on A&H Business								
					% of Net Premium			
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain	
2010	\$1,132,239,491	\$893,956,451	\$2,840,162	\$109,184,115	79.0%	0.3%	9.6%	
2011	\$1,260,744,831	\$1,022,809,307	\$90,561,128	\$104,863,650	81.1%	7.2%	8.3%	
2012	\$1,315,734,027	\$1,072,785,889	\$89,426,127	\$111,649,938	81.5%	6.8%	8.5%	
2013	\$1,399,188,872	\$1,157,792,294	\$83,033,463	\$97,166,009	82.7%	5.9%	6.9%	
2014	\$1,298,998,793	\$1,118,463,041	\$40,226,039	\$85,540,487	86.1%	3.1%	6.6%	
2015	\$1,357,066,908	\$1,143,735,100	\$51,792,133	\$74,014,154	84.3%	3.8%	5.5%	
2016	\$1,269,083,026	\$1,052,850,651	\$55,701,500	\$84,178,815	83.0%	4.4%	6.6%	
2017	\$1,503,448,750	\$1,252,004,523	\$70,086,555	\$87,294,729	83.3%	4.7%	5.8%	
2018	\$1,734,840,959	\$1,426,541,432	\$97,629,364	\$123,966,698	82.2%	5.6%	7.1%	



**Industry totals – Companies with more than \$100,000 Missouri premium for major medical policies**

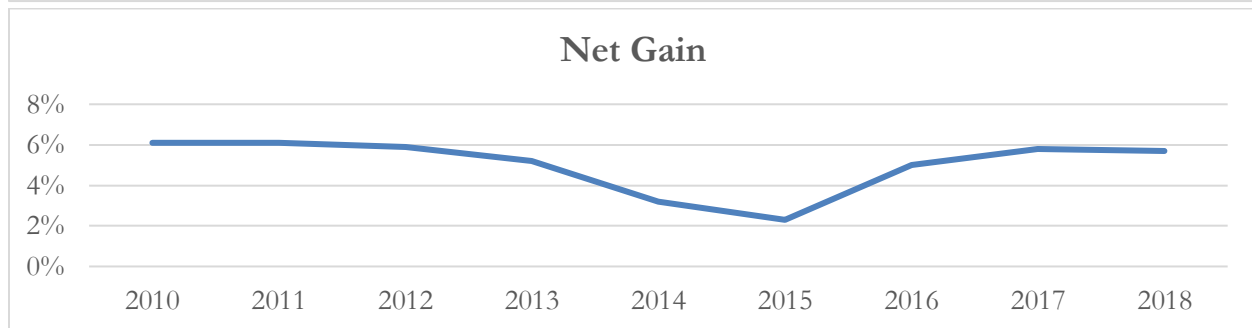
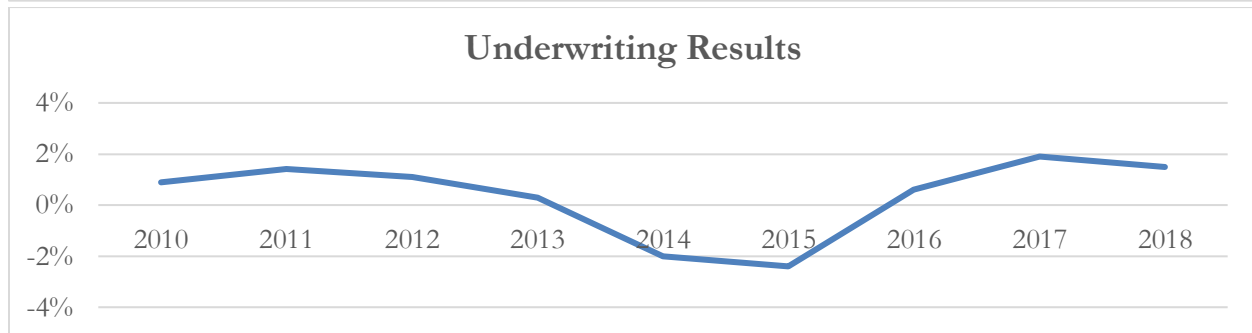
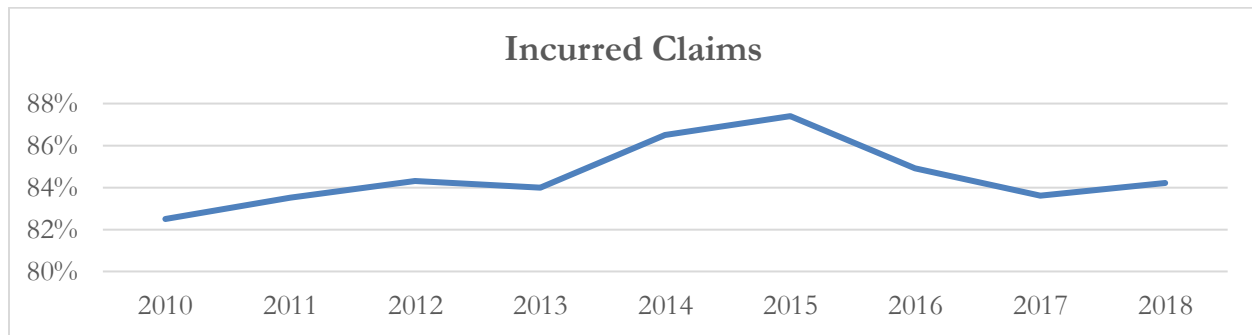
<b>Missouri Premium &amp; Losses, 2018</b>			
<b>Line of Business</b>	<b>Direct Premium Earned</b>	<b>Direct Losses Incurred</b>	<b>Loss Ratio</b>
Major Medical - Individual	\$1,817,625,859	\$947,718,809	52.1%
Major Medical - Small Employer	\$1,194,473,141	\$906,357,677	75.9%
Major Medical - Large Employer	\$3,403,886,500	\$2,930,896,483	86.1%
Medicare Supplement - Individual	\$156,934,281	\$117,503,285	74.9%
Medicare Supplement - Group	\$194,942,145	\$149,252,795	76.6%
Long Term Care - Individual	\$594,968	\$508,480	85.5%
Long Term Care - Group	\$54,969	\$778,370	1416.0%
Medicare	\$1,624,103,002	\$1,312,270,723	80.8%
Medicaid	\$0	\$0	
Dental	\$119,791,570	\$90,304,132	75.4%
All Other A&H	\$254,455,769	\$203,213,115	79.9%
<b>Total A&amp;H</b>	<b>\$8,766,862,204</b>	<b>\$6,658,803,868</b>	<b>76.0%</b>



**Missouri Underwriting and Net Gain on A&H Business**  
**All Companies that Filed a Supplemental Health Care Exhibit\***

					% of Net Premium		
Year	Net Premium	Net Incurred Claims	Underwriting Gain	Net Gain	Net Incurred Claims	Underwriting Gain	Net Gain
2010	\$7,578,913,015	\$6,254,079,525	\$65,978,396	\$464,475,953	82.5%	0.9%	6.1%
2011	\$7,648,197,123	\$6,387,872,300	\$106,363,335	\$470,036,919	83.5%	1.4%	6.1%
2012	\$7,816,411,867	\$6,590,856,992	\$83,810,984	\$462,027,576	84.3%	1.1%	5.9%
2013	\$7,950,771,991	\$6,680,323,198	\$23,502,456	\$416,417,439	84.0%	0.3%	5.2%
2014	\$8,123,214,353	\$7,023,970,384	-\$164,509,075	\$261,232,406	86.5%	-2.0%	3.2%
2015	\$8,844,552,674	\$7,728,089,942	-\$215,427,508	\$207,100,556	87.4%	-2.4%	2.3%
2016	\$10,195,323,090	\$8,657,081,173	\$61,117,724	\$507,285,338	84.9%	0.6%	5.0%
2017	\$11,555,601,904	\$9,665,443,405	\$220,461,992	\$674,232,238	83.6%	1.9%	5.8%
2018	\$12,188,454,992	\$10,257,857,249	\$178,686,790	\$692,950,694	84.2%	1.5%	5.7%

\*Companies that write comprehensive medical business in MO are required to file the supplement exhibit.



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